

# Job Description: Sales Coordinator

**Status:** Part-time, Non-Exempt less than 18 hours a Week (*on-site*)

**Department:** Guest Engagement



## General Statement of Duties

*The Sales Coordinator is responsible for assisting in all aspects of the reservations for school and public programs. This position assists the Virginia Living Museum's reservations process to help support the Guest Engagement Department in admission and revenue goals while enhancing each guest experience. This position recognizes the capacity to achieve greater results by integrating skilled volunteers and leveraging their diverse knowledge and abilities. The Sales Coordinator reports directly to the Senior Director, Guest Engagement.*

## Qualifications

1. Outgoing, friendly and confident personality who enjoys working with people and is committed to providing exceptional customer service and guest experiences. Ability to communicate enthusiasm for the museum and its programs.
2. Bachelor's degree in Mathematics/Statistics or business.
3. Two years in database experience and handling fluid scheduling.
4. Excellent word processing skills using Microsoft Word and Excel, familiarity with a ticketing program, knowledge with Altru is a plus.
5. Self-motivated with minimum supervision and detail oriented. Excellent oral and written communication skills. Ability to gracefully handle multiple tasks and people simultaneously.
6. Must demonstrate good judgement, discretion, and discernment.
7. Must be able to remain calm and give clear direction in an emergency situation.
8. First Aid certified or willing to become certified at Museum Expense.

## Duties and Responsibilities

- Be a positive, enthusiastic representative of the Virginia Living Museum.
- Coordinate all aspects of reservations by phone, email, and in person for school, public, and homeschool programs.
- Track monthly and annual museum attendance statistics and prepare reports as requested.
- Prepare invoices and track payments.
- Maintain and distribute reservations program calendars.
- Prepare and email confirmations and program information packets.
- Coordinate and update Altru database system, as needed.
- Schedule museum room use (internal and external) in google and maintain room calendars.
- Assist Guest Engagement with group arrivals and provide instructions for taking a variety of walk up and phone reservations.
- Coordinate online "contact us" email requests sent to [reservations@thevlm.org](mailto:reservations@thevlm.org) by replying or forwarding to the appropriate department.
- Provide administrative and office support for Guest Engagement and Education Staff.
- Update and maintain Reservations Office Standard Operating Procedures Manual.

- Strategically utilizes and manages volunteers and their applicable skills to strengthen the Museum's mission and commitment to the community.
- Other duties as assigned.

### **Essential Job Requirements**

- Must be able to hear and speak clearly.
- Occasional evening and weekend work required.
- Physical requirements include medium work, must be able to lift up to 30lbs comfortably.
- Must be able to stoop, kneel, crouch, crawl, reach, push, pull, lift, grasp, feel, and utilize repetitive motions.

### **Supervision Exercised: None**

*This job description in no way states or implies that these are the only duties to be performed by this employee. This position will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate Supervisor/Director. The Virginia Living Museum reserves the right to update, revise or change the job description and related duties at any time.*

**Qualified applicants please submit a VLM application, cover letter, resume and references.  
No phone calls, please.**

<https://thevlm.org/join/employment/openings/>