



JOB DESCRIPTION

Title: ONLINE TICKETING & GROUP SALES COORDINATOR	Team: First Impressions
Reports to: First Impressions Senior Team Leader	Status: Full-Time, Non-Exempt

Summary

The Online Ticketing & Group Sales Coordinator is responsible for coordinating group itineraries, reservations, and catered group functions for See Rock City, Inc. Under the direction of the First Impressions Senior Leader, the Online Ticketing & Group Sales Coordinator is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Serves as the primary contact for all client and prospect calls for inside group sales.
- Serves as a member of the Ticketing Call Center to assist guests with ticket reservations and edits as needed.
- Answers First Impressions incoming calls and other correspondence in a timely and consistent manner.
- Establishes ongoing, professional relationships with clients.
- Performs pre-qualifying and selling/up-selling processes during guest interactions, as appropriate.
- Coordinates all reservations for groups using the reservation system.
- Maintains the reservation and customer database.
- Coordinates consistent and accurate communication with all locations/teams to ensure successful group event planning and execution.
- Generates reports on group sales activities as requested by Senior Team Leader, Managers or Directors.
- Works with Senior Team Leader to build offerings into the online ticketing system.
- Serves as back-up if needed for on-site timed admissions ticket programming.
- Performs other duties as assigned by management.

Qualifications

- Minimum two years related experience preferred; experience in tourism/hospitality preferred, experience in multi-site and/or multi-brand setting a plus.
- Possess a kind personality, the desire to contribute to a great team, and willingness to learn or improve skills.
- Ability to display a professional and polite image to guests and team partners.
- Excellent written and verbal communication skills with the ability to convey a professional image to partners and guests.
- Excellent computer skills with proficiency in Microsoft Office Suite (including Outlook, Word, Excel.) The ability to learn and perform various database programming tasks.
- Superior attention to detail.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the public; read and analyze business correspondence; to develop and write reports.
- Ability to multi-task and manage time effectively.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 25 pounds. Required to walk, stoop, kneel or crouch frequently. Required to walk trail regularly.