



POSITION DESCRIPTION RESERVATION COORDINATOR

Organization Overview

The Lone Star Flight Museum (LSFM), a non-profit 501(c)3, opened its \$38 million facility at Ellington Airport in September 2017 after 27 years in Galveston, TX. With the belief aviation inspires achievement and endless possibilities, the museum serves to fulfill its mission to celebrate flight and achievements in Texas aviation history in an inspiring educational environment that meets the needs of students and visitors of all ages. Emphasizing the role of science, technology, engineering, and mathematics (STEM), LSFM's vision is to be a dynamic and interactive educational flight museum reaching the people of Texas as a recognized experience of choice.

Position Overview:

The Reservation Coordinator reports to the Chief Operating Officer with the primary responsibility of scheduling reservations and other booking details in preparation of a variety of visiting groups, school field trips and classes. This includes communicating with teachers and group leaders to book student visits and deconflict with other events, groups and schools. The Reservation Coordinator will work with the Education department as well as Guest Services to ensure staffing, volunteers, and space are provided as needed with each reservation.

Primary Responsibilities and Duties:

- Communicate by phone and email with groups and schools to accurately record school and group booking data into ticketing system (Altru).
- Answer questions of both groups and schools as needed.
- Accurately input all contact information, reservation details and any special circumstances in the ticketing system.
- Ensure all deposits and balances are paid and documented in Altru by all payment deadlines.
- Coordinate with appropriate staff to meet all requested reservation needs.
- Deconflict reservations with any other museum events or facility rentals on the master calendar.
- Provide accurate group/field trip information in advance to all appropriate staff in both Education and Guest Services to properly prepare for their arrival.
- Close out all reservations in Altru in a timely manner to ensure accurate monthly accounting.
- Assist Guest Services as needed.
- Other duties as assigned.

Preferred Skill Set & Experience:

- Excellent in-person, phone and email communications skills.
- Organized, task and detail oriented and problem solving skills.
- Comfortable with database management.
- Ability to multi-task, deconflict, and work independently.
- Microsoft Suite of programs and Altru (museum data mgmt. system)

Status: Part Time/Non-Exempt/Hourly/Reports to the Chief Operating Officer.
Average of 20-30 hrs/wk. The Lone Star Flight Museum is an equal opportunity employer.