

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Program Reservations and Office Assistant

We inspire joyful exploration of science and nature through engaging experiences, unique resources, and exceptional staff.

Department: Programs and Experiences

Position Title: Program Reservations and Office Assistant

Primary Reporting Responsibility: Director of Museum Programs and Experiences

Status: Part Time/Non-Exempt

Schedule: Monday through Friday (20 hours a week)

Overview: At the Buffalo Society of Natural Sciences, we believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages. We know that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position: The Program Reservations and Office Assistant serves as the primary service provider for audiences booking programs within the department of Programs and Experiences. Responsibilities will include scheduling, answering questions, assisting in program selection, making reservations, purchases, and other needs via phone or email. The position will also provide administrative office support to members of the department.

Essential Functions:

- Serve as the lead representative for phone and email inquiries about booking programs including School Programs (onsite and offsite), After School, Workshops, Discovery Camps, Birthday Parties, and others; be courteous, professional, and welcoming as the voice of the Museum.
- Make outgoing calls to assist with program booking and scheduling.
- Enter, maintain, and update Altru database information for program reservations and process payments.
- Work with Programs Manager to schedule and assign programming to appropriate staff within the Programs and Experiences team.
- Work in a proactive manner to learn about Buffalo Museum of Science and Tiff Nature Preserve's operations and programs.
- Seek out ways and pursue promoting the Buffalo Museum of Science and Tiff Nature Preserve and its programming.
- Coordinate informational resources for all staff to understand program offerings.
- Serve as a member of the Museum's phone team.
- Work collaboratively with colleagues across the organization to ensure an outstanding guest experience.
- Work with the Business Office to oversee incoming program payments and outgoing refunds when necessary and ensure data accuracy.

- Manage a consolidated supplies and materials inventory and act as the centralized source of ordering for Programs and Experiences to keep costs down, working to recycle/reuse where possible.
- Develop and distribute marketing materials to educators to publicize programs at the Museum and Tifft.
- Track and monitor trends to inform program offerings.
- Manage the calendar of the department of Programs and Experiences.

Education, Experience, Skills, and Qualities Required:

- Must have excellent customer service skills and demonstrate strong professionalism and enjoyment of work.
- Experience in sales a plus
- Exceptional attention to detail
- At least two years of experience in an office setting and experience providing customer service.
- Comfortable speaking on the phone and familiarity with professional office procedures.
- Strong computer skills with a proficiency in Microsoft Office programs (Word, Excel, PowerPoint)
- High attention to detail with the ability to manage multiple projects simultaneously.
- Desire to work in a fast-paced setting and produce experiences and products of the highest quality, as well as to sincerely enjoy work and colleagues.
- Interest in working in a museum or informal science education field is a plus.
- Lifelong learner with a natural sense of curiosity and respect for science and the scientific process.

Physical Demands:

- Sitting for long periods of time at a work desk/computer on a daily basis.
- Reading printed material and computer screens regularly throughout the day.
- Hearing and talking with people inside and outside the organization either in person or on the telephone routinely on a daily basis.

The Society's culture is one of collaboration, collegiality, and teamwork. The Program Reservations and Office Assistant must have a desire to work in a mission-first and audience-centered culture following the Society's core values of service, curiosity, collaboration, integrity and inclusivity. The Program Reservations and Office Assistant must intend to produce products and experiences of exceptionally high quality and to enjoy work and colleagues.

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time.

The salary for this position is \$18.00 an hour.

Please send cover letter and resume via email to Resumes@GoldhawkHR.com

Equal Opportunity Employer: At the Buffalo Society of Natural Sciences, we believe that to achieve the greatest potential in opportunity, innovation, and discovery, as well as to reach the highest level of effectiveness and well-informed decision making, diversity of experience and viewpoints is paramount. Further, as a mission-first organization that seeks to be a welcoming and welcomed resource for all in our community, the Society strives to reflect the great diversity of those living in western New York. We encourage applications from individuals of all backgrounds and life experience. The Buffalo Society of Natural Sciences is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or genetic information.