



RESERVATIONIST

The Witte Museum is where Nature, Science and Culture meet, through the lens of Texas Deep Time and the themes of Land, Sky, and Water. The Witte is the only museum that focuses on Millions, Thousands and Hundreds of years in what we now call Texas. The Witte inspires people to shape the Future of Texas through transformative and relevant experiences in engaging exhibitions and programs. Founded in 1926, the Witte is located along the San Antonio River and has recently renovated and expanded the entire museum campus.

POSITION SUMMARY

The Reservationist is responsible for scheduling field trips, group visits and tours. They will assist the client throughout their entire customer journey, proactively communicating throughout the scheduling process from the clients' initial request to the day of their visit, with the goal of providing a personalized experience. The Reservationist will support all museum teams by providing schedules and information regarding attendance and participation in programs and activities for groups and individuals. The Reservationist will report to the Director of Reservations and Logistics.

RESPONSIBILITIES:

- Schedules and reschedules field trips, group visits, tours, scholarship recipients, and specialty programs
- Proactively communicates and coordinates with the groups, individuals, and the Witte team to create extraordinary experiences
- First point of contact for groups upon arrival to the museum
- Assists with group arrivals and departures, including directing buses, storing lunches, and ensuring a safe environment as guests enter/exit vehicles
- Builds relationships with educators, tour operators, and group organizers with a focus on customer retention
- Maintains accurate records of constituents and organizations related to reservations in the CRM system, Tessitura
- Actively promotes the purchase of memberships, educational programs, and surcharged exhibits
- Prepares and sends confirmation packets to all groups and individuals that have reservations
- Follows all cash handling procedures for payments taken for reservations over the phone, and when applicable, at the Admissions Desk
- Updates and maintains files related to scheduled tours, programs, and specialty programs
- Creates and prepares materials for distribution for multiple departments, (upon request)
- Utilizes provided resources, Microsoft Teams, and the Outlook calendar to effectively answer questions and inquiries
- Answers the main museum line, transfers calls to the proper parties, and provides information about the Witte Museum

EDUCATION:

- Required: High School diploma or equivalent
- Preferred: Associates/Bachelor's Degree

EXPERIENCE AND SKILLS:

- Must be detail-oriented, organized, possess excellent people skills, and be service-driven
- Ability to multi-task and be flexible in a dynamic work environment
- 1 to 3 years of customer service, guest service or call center experience
- General office or administrative experience
- Ability to work independently and as a team member
- Required: Proficiency in Microsoft Word, Microsoft Teams, Excel and Outlook
- Required: Knowledge of CRM and POS Systems
- Preferred: Knowledge of Tessitura Network Software System
- Preferred: Bi-lingual (English/Spanish)

PHYSICAL REQUIREMENTS:

- Must be in good physical condition, able to move moderately heavy objects (30lbs.), bend, walk, climb stairs, stand, and sit for extended periods of time
- Ability to work both inside and outside for extended periods of time
- Must be able to work a flexible schedule including evenings, weekends, and holidays

The Witte Museum is an equal opportunity employer.

Closing date: Open until filled

Résumé and Cover Letter may be emailed to: humanresources@wittemuseum.org