

Job Posting

Position Title: **Reservations and Administrative Coordinator**

Deadline: Friday, February 28, 2020

Location: Ottawa, ON (Carp)

Salary: TBD, hourly, with benefits and vacation

Hours: Full-time regular position; 37.5 hours/week Monday to Friday, including occasional evenings and weekends.

The Reservations and Administrative Coordinator is primarily responsible for the overall management of all inquiries and booking requests (group tours, birthdays, school programming, events, rentals, special programs) for the museum. In addition, the Coordinator will assist the Finance Manager in the day-to-day museum finances. This position is pertinent to optimizing reservation inquiries at the museum in order to increase customer satisfaction and revenue generation.

Principle Duties and Responsibilities

- Receive and respond swiftly and in a professional manner to all phone calls and emails in order to process reservations;
- Provide a high standard of customer service by being responsive to inquiries, accurate with reservation availability and details, and knowledgeable about program content and delivery;
- Daily scheduling through FareHarbor, including completing group registrations, daily reconciliation, and generate monthly reports;
- Act as the liaison with major tour companies. This includes creating a comprehensive tour company directory and continually promoting the museum to these counterpart;
- Maintain contact with key accounts through regular communications when required;
- Assist with statistical reporting and support other administrative projects;
- Work with management to optimize reservation availability in accordance with operations' ability to deliver;
- Attend tradeshow to help attract tour companies;
- Work closely with event, rental, and programming staff to coordinate reservations;
- Perform administrative tasks as they relate to your key responsibilities and support the Operations Manager when required;
- Assist the Finance Manager with managing the museum's invoices, accounts receivable, follow-up and collection;
- Perform the weekly bank deposits, including ensuring all daily cash sheets are accurate and compliant with museum cash handling procedures;

- Perform regular counts of donations and the change vault, following museum cash handling procedures, and ensures adequate supply of cash and coins on hand for operations, and dispenses and manages petty cash;
- Support front-line staff with museum coverage as needed during peak times.

Qualifications

The ideal candidate should have the following experience and qualifications:

- Minimum of two years in a customer service role
- Minimum one year of administrative experience
- Excellent oral and written communication skills; ability to communicate effectively in writing, in person, and over the phone
- Excellent customer service skills and strong ability to build relationships
- Strong organization and coordination skills
- Ability to work independently, motivate self, and work collaboratively on project teams
- Ability to work accurately with close attention to detail and maintain confidentiality of sensitive information. Ability to work in a fast paced, multitasked environment; ability to be receptive to changing priorities and work
- Demonstrated proficiency using MS Office products, including Word, Excel, Outlook, and ability to learn new software programs
- Excellent analytical and reporting skills
- Cash handling experience is mandatory
- Ability to obtain police record check
- Functional in the second official language is mandatory

The Diefenbunker Museum Offers

- A fun, collaborative working environment;
- A place for continuous learning and growth;
- Flexible work hours;
- Comprehensive benefits.

To Apply

If you are interested, please send your cover letter, and resume with the subject line “[Your Name] – Reservations and Administrative Coordinator” to a.roncali@diefenbunker.ca by February 28, 2020.

Thank you to all applicants for their interest, only candidates selected for an interview will be contacted.

Diefenbunker, Canada’s Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce.