JOB TITLE: Group Services Coordinator

REPORTS TO: Group Services and Operations Manager

FLSA: Non-Exempt

DATE: June 2023

ORGANIZATION MISSION
The National Civil Rights Museum, located at the historic Lorraine Motel, honors, and preserves the legacy of Dr. Martin Luther King, Jr. We chronicle the American civil rights movement and tell the story of the ongoing struggle for human rights. We educate and serve as a catalyst to inspire action to create positive social change.

POSITION SUMMARY
The Group Services Coordinator reports to Group Services and Operations Manager. The Group Services Coordinator promotes and supports the group sales and facility rental sales staff to position the Museum for viable group sales and facility rental opportunities.

JOB RESPONSIBILITIES
- Contributes to the departmental sales goals to achieve Museum financial objectives
- Assists in confirmations and the development of group sales and facility contracts for group ales and facility rentals
- Supports development of sales presentations and proposals,
- Maintains sales materials, including completed sales kits
- Manages departmental phone calls and maintains call sheets for sales leads
- Provides sales lead research and intel
- Assists with client communications and needs
- Prepares sales volume and facility rental reports and a variety of other reports
- Maintains database
- Prepares and distributes a weekly calendar of groups, facility rentals and events to all departments
- Maintains master calendar to include group sales and facility rentals; assist in the weekly distribution of groups, facility rentals and events to relevant departments
- Identifies and resolves client concerns
- Gathers customer feedback through customer contacts and surveys
- Exhibit excellent guest service skills and assist in follow-up and problem resolution as required; ensure that tours and events are handled according to the needs of the Guests and Museum guidelines
• Performs essential duties and responsibilities independently with minimal supervision
• Process and deposit group sales & facility rental payments
• Ensures excellent customer service is provided and establishes rapport and maintain contact with contracted clients and potential clients, create follow-up initiatives, receive valuable feedback and identify and resolve client concerns.
• Notifies Building Engineer and Security of any damage to facility, anticipated security or safety risks or any special maintenance needs.
• Performs miscellaneous job-related duties as assigned
• Notifies Building Engineer and Security of any damage to facility, anticipated security or safety risks or any special maintenance needs.

OTHER FUNCTIONS

The Group Services Coordinator performs additional functions (essential or otherwise), which may be assigned from time to time. The position will require schedule flexibility and the ability to work on weekends, nights, seasonal periods, and holidays to accommodate museum events, facility programming, facility rentals and utilization and large number of group bookings.

TYPICAL PHYSICAL / SOCIAL REQUIREMENTS:

• Requires the ability to operate general office equipment and occasionally move various office items weighing approximately 15 lbs. or less
• Must exhibit strong people skills and be comfortable interacting with the general public
• While the majority of the work is performed inside, some outdoor work is required during various Museum-related functions

MINIMUM QUALIFICATIONS

• High School Diploma and three(3) years’ experience directly related to the duties and responsibilities specified
• Must have strong interpersonal and communication skills
• Demonstrated time management skills and detail-orientation
• Accuracy, timeliness and strong organizational skills essential
• Must demonstrate the ability to identify and/or follow up sales leads and referrals
• Must be able to work effectively with a wide range of constituents in a diverse global community
• Knowledge of customer service standards and procedures is essential
• Must demonstrate the ability to analyze and solve problems
• Must be a team player