Programs Representative

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Pulls web orders from website.
- Maintain an expert level knowledge base of all OMSI programs and registration procedures.
- Promote and cross-sell OMSI's programs to client base, including outbound phone selling.
- Convey information regarding rates and registration procedures in a friendly and positive manner.
- Maintain close contact with program managers/coordinators as well as other divisions within the museum to ensure smooth programs for all participants.
- Process and reconcile program registrations.
- Maintain accurate records, reports, and tracking systems for all participants.
- Coordinate financial aid funding for qualified participants.
- Work with the Program Sales Lead and the Director of Membership and Program Sales to ensure that museum standards and needs are met for workflow, schedules, budgets and other tasks and processes.
- As a representative of OMSI to the public, maintain a high degree of professionalism and appearance.

  • This position is ☒ **non-exempt, paid** ☐ **hourly** ☐ **exempt, paid** ☐ **salaried** ☐ **day rate**
  • This position is ☐ **regular full-time** ☐ **regular part-time** ☐ **special project** ☐ **on-call**, scheduled for **30** hours/week.

**Working Conditions:**

- Physical Demands: 60% Sitting 30% Standing 10% Lifting/Carrying/Pushing/Pulling 30 Pounds

**SECONDARY FUNCTIONS:**

- Assist in the creation of marketing and promotional materials.
- Assume other tasks and responsibilities as assigned by Program Sales Lead and Director of Membership and Program Sales.

**KNOWLEDGE/SKILLS/ABILITIES:**

**BASIC REQUIREMENTS:**

- Competency in computerized Point of Sale programs.
- Demonstrated excellent communication skills, both oral and written, including strong negotiation and conflict resolution skills.
- Demonstrated excellent organization skills, including the ability to handle multiple projects simultaneously.
- Working knowledge of marketing and sales techniques with a strong ability to sell products.
- Strong initiative and highly self-motivated with the ability to work independently as well as in a team setting.
- Strategic and creative problem solver, with the ability to meet deadlines in a fast-paced environment.
- Demonstrated excellent computer skills.
- Working knowledge of computers: PC’s, databases, registration systems, etc.

**PREFERENCES:**

- Working knowledge of OMSI’s programs, prices, financial aid, exhibits and activities.
EDUCATION & WORK EXPERIENCE:

BASIC REQUIREMENTS:

- Associate’s Degree in science, communication, marketing or a related field or an equivalent combination of education and experience.
- Minimum 2 years experience in sales, customer service or a related field.
- Phone experience.

PREFERENCES:

ADDITIONAL REQUIREMENTS/PREFERENCES; INCLUDING LICENSES AND CERTIFICATIONS:

BASIC REQUIREMENTS:

- Pre-employment checks such as a criminal background check and reference checks.

PREFERENCES:

To apply for this opening and be considered, please read all of the information below and follow the application instructions carefully.

- Please complete an OMSI employment application.
- If you are interested in more than one position, you must submit a separate application for each position. All materials submitted become the property of OMSI and will not be returned.
- If you send an application without specifying an open position, it will not be considered and we will not retain it.
- If you send a resume without completing an application for an open position, it will not be considered and we will not retain it.
- You have the option to include a resume of your work experience and a cover letter with your completed application.
- You must also meet ALL the basic requirements listed on our job postings.

Pay Range: $10.28 - $12.33 per hour.
Position is open until filled

Note: This position description is representative of the major position requirements and is not intended to be all-inclusive.

Revised on 2-2-10 SH/LH-HR