



Position Title: Scheduler

Department: Education and Experiences

Reports to: Assistant Manager, Program Delivery

FLSA Classification: Full-time hourly, non-exempt

Salary Range: \$15.00 - \$17.00

Job Summary:

MOSAC Schedulers are the key point of contact for registering groups and individuals for programs, birthday parties, classes, field trips and other education activities. They provide excellent customer service and effectively represent the museum and our programs to stakeholders throughout the community. Scheduling multiple programs, audience types, and specific locations in the museum can be very complex, and schedulers must balance audience requests with trained staff availability. Coordination and communication with the Education team and the Guest Services team are vital to effective scheduling. Schedulers also support the museum through various day-to-day administrative tasks such as answering the main museum phone line and keeping track of office supply inventories. MOSAC is a 7-day/week operation, and this role will be required to regularly work at least one weekend day.

Skills & Talents:

- Organization and time management to manage a variety of daily duties and tasks.
- Excellent organization to coordinate the MOSAC calendars, resources, staff and spaces, being careful to not double book or stretch resources beyond our means.
- Thorough record keeping abilities to track all stages of registrations and bookings, timelines, payment deadlines, and more.
- Understanding and ability to communicate MOSAC's mission and vision as well as details of our programs, exhibits, and experiences.
- Experienced and effective written and verbal communication in talking to members of the public, customers, and staff of all ages, backgrounds, and abilities, including surrounding challenging conversation such as late payments.
- Ability to self-pace and prioritize appropriately in a fast-paced and ever-changing environment.
- Excellent customer service skills in all areas of the job.
- Ability to work well and communicate within a diverse team.

Duties/Responsibilities:

- Schedulers are responsible for all levels of field trip booking from information intake, communication with teachers, booking spaces and staff, billing, and collections, as well as communicating bookings to MOSAC staff.
- Managing reservations and communications for all other onsite programs such as birthday parties, sleepovers, camps, and classes, including managing reservation systems and sales, communicating with registrants, and more.
- Act as the main phone line operator for the museum taking and directing calls, answering questions, and helping to solve problems.
- Oversee basic office needs for a variety of departments including ordering, copy machine repair and more.
- Working with the database manager to keep a clean and well-functioning database following all company norms, payment processes, building and running database queries, and managing secure information.

Education and Experience:

- High school diploma or equivalent
- Experience in scheduling, program or office management, or database management.
- Two years of college is an asset
- Experience in a non-profit environment is an asset
- Experience in Altru or another similar database is an asset
- Formal Diversity, Inclusion, Equity and Accessibility training is an asset

Physical Requirements:

- Verbal communication with guests via information technology for 50% or more of each day.
- Use of computer keyboards throughout the day.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

In order to protect our team members, volunteers, students, and guests, MOSAC requires that all employees be fully-vaccinated with a COVID-19 vaccination series approved by the U.S. Food and Drug Administration (FDA) or the World Health Organization (WHO). Reasonable accommodation will be made for a qualified disability or sincerely held religious belief.

This position is at-will, hourly, full time. Full-time employees (32 hours or more) are eligible for benefits.

APPLICATION PROCEDURES:

A complete job profile is available upon request.

Please submit a cover letter, CV or resume addressing your qualifications as they align with the job description, and names with contact information of two to three references by email to khensley@visitmosac.org No phone calls will be taken for this application.