



## Booking Specialist Job Description

<b>Department:</b>	Guest Services	<b>Supervisory Role:</b>	No
<b>Reports To:</b>	Guest Services Coordinator	<b>FLSA Status:</b>	Non-Exempt

### ABOUT THE OCEAN INSTITUTE

The Ocean Institute (OI) has redefined its future through a newly developed strategic plan and priorities that include research, education, conservation and excellence. Located on the waterfront in Dana Point Harbor, the Ocean Institute is a federally recognized 501c3 nonprofit. Working at OI offers a unique educational environment and ability to demonstrate your appreciation for the ocean. Its enviable location creates the opportunity to build meaningful bonds within the community, as well as inspire and influence future stewards of the ocean. OI’s mission “Using the ocean as our classroom, we inspire children to learn”, allows anyone with a passion for the ocean to utilize their skills in a positive, productive environment.

### JOB SUMMARY

Under the direction of the Guest Services Coordinator, the Booking Specialist supervises the operation and maintenance of quality of the Ocean Institute’s program and facility venue rentals. The Booking Specialist has a lead role in all aspects for the successful completion of educational and facilities venue rentals reservations.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Fulfills essential functions and responsibilities of an Ocean Institute Booking Specialist.
- Works diligently to fulfill all reservation requests including but not limited to:
  - Educational Programs
  - Facilities Venue Rentals
- Communicates with other departments and Event Management Firm on status of reservations and facility use.
- Serves as part of the Guest Services team, including assisting with school program and public programs check in.
- Responds quickly to changing responsibilities.
- Perform data entry for extended periods of time.
- Update customer database using Raiser’s Edge, Xola, Eventbrite, and a custom-built program database, Starbase.
- Responsibilities include, but are not limited to:
  - Identifies, addresses, and helps to resolve problems that deal with equipment, maintenance, emergencies, facility use, and program scheduling.
  - Effectively communicates program information to teachers and customers.
  - Works as a team member with other staff, volunteers, outside contractors, and the public in a positive and appropriate manner.
  - Upholds Ocean Institute and departmental policies and procedures.
- Other duties as assigned by Guest Services Coordinator.

### EDUCATION, EXPERIENCE AND QUALIFICATIONS

- Must be articulate and have excellent writing skills.
- Must possess a high sense of urgency, strong initiative, multitasking capability, customer centric attitude, and a high attention to detail.
- Ability to work independently and in a team, while maintaining a high standard of excellence in task completion.
- 1-2 years of experience working in customer service.

- 1 year of reservation experience preferred.
- High School diploma or equivalent required.

#### **COMPUTER & EQUIPMENT SKILLS**

- Very computer literate, familiar with Microsoft Word, Excel, PowerPoint, and other software programs.
- Skilled in database management, reporting, and can work in a variety of different programs

#### **EQUAL OPPORTUNITY EMPLOYER**

Ocean Institute provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Ocean Institute complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Ocean Institute expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Ocean Institute's employees to perform their job duties may result in discipline up to and including discharge.

#### **TO APPLY**

Email your resume and cover letter to [alatona@oceaninstitute.org](mailto:alatona@oceaninstitute.org)