



Employment Opportunity – Reservationist – Part-Time

The Cummer Museum of Art & Gardens seeks a reliable and capable Reservationist to manage incoming reservation inquiries and actively interact with visitors to promote the dynamic slate of Museum offerings, including tours, family programs, and other registration-based events. This role provides customer support through both inbound and outbound calls and emails. The Reservationist plays a key role in managing group bookings, processing event ticket sales, and promoting memberships and various museum experiences throughout their interactions.

Essential Function:

- Support the Museum’s mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect of the individual, commitment to our community, accountability, and ownership.

Retail Duties

- Support the Cummer’s mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect for the individual, commitment to our community, and accountability and ownership.
- Maintain an understanding of the Museum’s mission and objectives.
- Collaborate with various departments, including Learning & Engagement, Development, and Events, to assist in the registration process for educational programs, tours, donor and member events, curated experiences, and ticket sales for lectures, concerts, and similar events.
- Efficiently handle electronic registration forms, promptly address customer inquiries, and gather additional information when necessary.
- Perform administrative responsibilities associated with reservations, encompassing payment processing, email correspondence, data management, and any other necessary tasks.
- Maintain accurate reservation records and update the Museum’s scheduling system.
- Prepare reports related to reservations, attendance, and revenue.
- Assist with billing and payment processing for events and group visits.
- Coordinate internally and externally, leveraging internal calendars and communication systems, to solidify an agreeable date for tours.
- Utilize the Altru ticketing system to schedule, process payment, and prepare confirmation materials, while maintaining a high level of proficiency in database software.
- Deliver a high level of customer service to all Museum visitors and potential Museum visitors.
- Develop and maintain strong familiarity with Museum offerings, allowing for clear explanations of experiences and opportunities to visitors.
- Complete transactions with accuracy and efficiency.

- Assist with outreach to potential attendees to promote and increase sales for events.
- Assist with ticket sales and answer visitor inquiries about Museum programs, exhibitions, and events.
- Communicate and work with colleagues across the institution to ensure smooth operation and proper accommodation and preparation for bookings.
- Support cross-selling of Museum memberships or special experiences when appropriate.
- Perform other tasks, as assigned.

Knowledge, Skills, and Abilities:

- High school degree or equivalent required. College Degree Preferred.
- Excellent attention to detail.
- Knowledge of basic office skills, basic math, and proper cash handling procedures
- Ability to provide superior customer service and foster a welcoming atmosphere.
- Ability to communicate effectively and with diplomacy when interacting with public, donors, staff, volunteers, and vendors.
- Contribute to a positive organizational culture based on mutual respect, a spirit of cooperation, and openness to many perspectives.
- A working knowledge of Point-of-Sale systems and standards.
- Experience with Microsoft Office products preferred.
- Excellent verbal and written communication and customer service interaction skills.
- Work collaboratively with all museum staff.
- Ability to meet agreed upon deadlines and follow directions.
- Ability to learn quickly, adapt to changing situations, and react calmly under pressure.
- Ability to spot potential problems before they arise.
- Able to work efficiently without direct supervision.
- Ability to work a flexible schedule including nights and weekends, as needed due to the event schedule.

Working Conditions and Physical Requirements:

- Must be available at least 24 hours per week.
- Normal building and office environment with occasional outside work (during events, as needed)
- Frequently required to talk or hear.
- Ability to sit for long periods of time.
- Continually required to utilize hand and finger dexterity.
- Specific vision abilities include close vision, distance vision, and the ability to adjust focus.

Why us?

- Telemedicine coverage.
- 403b retirement plan with match up to 5%.
- Early Access to exhibitions before public access.

- Reciprocal membership and admission access to over 2,000 gardens and institutions through:
 - [AHS](#) (American Horticultural Society)
 - [NARM](#) (North American Reciprocal Museum Association)
 - [ROAM](#) (Reciprocal Organization of Associated Museums)
- Discounts in café and Museum store.
- Competitive compensation with opportunity for professional development.
- Did we mention this is a museum and historical gardens? We're surrounded by beauty.

Our Mission: To create art, garden, and learning experiences that spark discovery and well-being.

Remote work: N/A

Direct Reports: None

Hours: 24 hours per week

Hourly Rate: \$16

Resume required.

Qualified applicants send résumé to jobs@cummuseum.org.