



REVISED
11/8/18

FSLA CLASSIFICATION
Non-Exempt
ORGANIZATION LEVEL
Service

Position Title
Advance Sales Representative (Level I)

Department
Advance Sales

Reports to:
Assistant Advance Sales Manager

Position Summary
Responsible for connecting visitors to inspirational, educational and exceptional experiences through exemplary customer service.

Advance Sales Values

- Lead by example
- Provide quality customer service
- Respect the individual
- Support an environment of continuous improvement
- Be accountable

ESSENTIAL POSITION FUNCTIONS INCLUDE:

Customer Service (75%)

- Call center duties to include: manage incoming communications (phone, email, chat), wrap-up codes, call transfers, voicemail.
- Reservation management to include: create/modify reservations for all visitor programming at— Gettysburg National Military Park Museum & Visitor Center, Eisenhower National Historic Site, David Wills House, Licensed Battlefield Guided (LBG) Tours, etc., accurately process payments, coordinate LBG assignments, and manage reservation-related communications in a professional and courteous manner. Must be accurate in data entry following Tessitura data standards policies.
- Facilitate concierge-level conversations with visitors/groups to assist in planning visitor itineraries (programming experiences, directions, hours of operation, arrival/departure times, etc.) leading to closed sales, product upsells, and motivate return visits.
- Assist with new customer lead nurturing process toward the departmental goal of increased customer acquisition.

Administrative (20%)

- Administrative duties to include: error-check reservations, filing, and daily batch administration (batch reports, check deposit process, etc.).
- Coordinate/communicate with other departments/partners (National Park Service, external partners, etc.) to provide a high-level of customer service in: managing reservation changes, weather-related closures/delays, programming schedule changes, and staffing needs.

Other (5%)

- Collaborate on departmental projects, attend community events, and attend staff meetings.

THE DESCRIPTION ABOVE REPRESENTS THE MOST SIGNIFICANT ESSENTIAL DUTIES OF THE JOB BUT DOES NOT EXCLUDE OTHERS. POSITION FUNCTIONS ARE THE BASIS FOR ANNUAL PERFORMANCE METRICS AND REVIEW PROCESS.

EDUCATION: HS/GED required, prefer college education

EXPERIENCE: Minimum 2 years in a customer service role, preferably within a call center. Experience within tourism, visitor-serving organizations (museum, historic site, zoo, aquarium, etc.), or hospitality industry a plus.

REQUIRED SKILLS

Technology

- Windows OS, Microsoft Office (Outlook, Word), Internet browsers (Google Chrome)

Customer service

- Professional communicator with strong written and oral communication skills.
- Must type 25 words/minute

PREFERRED SKILLS

Technology

- Tessitura CRM, Cisco Unified Call Center Express

PHYSICAL/MENTAL CHARACTERISTICS OF THE POSITION AND ENVIRONMENTAL FACTORS OF THE WORKPLACE:

- Ability to use office equipment
- Ability to lift, carry, sit, etc. for 8 hours
- Ability to use a computer for entering and retrieving data

This position description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee. The Gettysburg Foundation retains the discretion to add to or change the duties of the position at any time with or without notice.

Employee Acknowledgement	Date	Supervisor Acknowledgement	Date