SANTA BARBARA MUSEUM OF ART

# Travel and Special Programs Coordinator

## ORGANIZATIONAL RELATIONSHIPS

A. Reports to the Travel and Special Programs Manager (who reports to the Director of Development)
B. The "Travel and Special Programs Department" is part of the Development Department
C. Keeps Travel and Special Programs Assistant on task with day-to-day clerical needs of the department
D. Works with interns and volunteers who assist with Special Programs
E. Maintains communication with Special Programs Manager in his or her absence

## SUMMARY

Assists Travel and Special Programs Manager with an active schedule of programs including the travel program, concert program, other public events, and other programs as assigned.

Coordinates various aspects of the department, including correspondence, inquiries, reservations and cancellations, publicity, marketing, mailings, filing and archive maintenance, research, editing, accounting, and data entry.

Acts as SBMA Representative and/or Tour Manager on select Museum tours.

## PRIMARY RESPONSIBILITIES

**Assists with all aspects of travel tours** from the research, planning, budgeting, and formation stage to pre-trip materials, gathering with the group prior to departure, full execution of the tour, and follow-up.

- Handles most correspondence with SBMA travelers (many group emails plus individual questions.) Puts together tour mailings (either one or four per tour, depending on the type of tour, for 16-18 tours per year). Creates e-blasts and coordinates scheduling with the Marketing Team. Edits tour brochures. Maintains accurate accounting, manages all payments (check requests, wire transfers, credit card statements) and receivables (check deposits, credit card charges). Assists Manager with closing the accounting of tours, events, and other budgets. Maintains travel database, including the inputting of accounting and other details, pulling reports, and generating travel mailing lists and email lists. Manages Travel Program web pages and keeps them current. Acts as SBMA Representative and/or Tour Manager on SBMA-sponsored tours (see below).

**Manages or assists with planning of "in-town" events and attends them**: the chamber museum concert program (usually weekday evenings or weekend afternoons, usually 4-6 times per year), Quire of Voyces (2 times per year: First Thursdays in May and December), travel lectures (depends, average 3-5 per year), pre-tour gatherings, traveler appreciation party every 5+ years.

**Takes care of the clerical needs of department**:

1. Creating and compiling mailings
2. Responding to all general travel requests and emails
3. Answering phone inquiries and taking reservations
4. Processing reservations
5. Depositing checks

6. Charging credit cards
7. Payment requests
8. Completing forms
9. Database updates
10. Data entry
11. Proofreading documents
12. Reporting
13. Filing and archive maintenance
14. Office organization
15. Providing other general clerical support as assigned

Acts as **SBMA Tour Representative and/or Tour Manager on approximately 3-5 trips per year**. In this role, manages various aspects of the tour, and the role can change depending on the tour. Works with tour staff such as lecturers, guides, and tour/cruise director and with suppliers such as hotel, cruise staff, and other vendors. Acts as "host" to travelers and provide assistance in a variety of ways. Full job description and manual for SBMA Rep is available. Discretion and professionalism is essential in dealing with difficult travelers, political or natural disasters, emergencies, and other unexpected circumstances. At all times, the SBMA Representative and/or Tour Manager must be counted on to act in the best interests of the Museum.

Position requires independent judgment and responsibility for decision making on a daily basis in the office and in the field when leading a tour, as well as full responsibility for department management in absence of Manager of Special Programs.

OTHER DUTIES AND RESPONSIBILITIES

- Discuss and brainstorm with Manager about tour planning decisions, how to resolve issues that come up, strategy, etc.
- Attends various museum staff meetings
- Other duties as assigned.

JOB REQUIREMENTS

Education: A Bachelor of Arts degree is preferred

Experience: 2 – 4 years of events management experience, 2-4 years in customer service, 2-4 years office/clerical work

Other: Ability to obtain a current U.S. passport.

Skills:

- Excellent customer service skills
- Excellent interpersonal and communication skills: strong written and verbal and communication skills required (well-written emails, letters, and tour documents/speaking over the phone and face-to-face).
- Ability to organize and manage multiple priorities. Ability to work under pressure with many moving parts. Ability to stay on top of deadlines. Ability to work extremely efficiently but also accurately. Meticulous attention to detail is crucial.
- Ability to work well independently, including making professional decisions by oneself, taking responsibility, and being resourceful regarding finding the answers or ways to get things done.
- Experience with problem analysis and problem resolution
- Ability to interact professionally and diplomatically with the public as well as Museum staff and professionals in a variety of fields
- Ability and willingness to travel and work outside of typical business hours

- Office and clerical experience. Advanced MS computer skills (Microsoft Word, Excel, Outlook). Familiarity with working in databases and doing data entry
- Accounting experience

| STATUS |
| --- |
| Part-time, Regular, 24 hours/Week |

| CLASSIFICATION |
| --- |
| This position is classified (check one): X non-exempt ☐ exempt in connection with State and Federal overtime regulations. |

| ESSENTIAL JOB FUNCTIONS (ADA) |
| --- |
| Physical: Must be physically able to handle groups in the field and to participate in all aspects of a tour on land or at sea. Must be able to stand, walk, and sit for prolonged periods of time and for extended work hours. Must be comfortable traveling to places that may have different food, medical, air quality, and safety standards than you are used to, and must overcome jet lag/discomforts in order to show customers they are priority. Must be able to tolerate changes in climatic conditions. At times, may need to help lift a suitcase that could weigh up to 50 lbs. and/or help lift up a fallen traveler. Ability to sit at a desk, to stand at various events and programs, to answer and speak on the telephone, and to operate standard office equipment, including a personal computer, copier and FAX machine. Ability to lift around 15 lbs. in the office periodically. |
| Psychological: Ability to cope independently with unexpected physical and psychological problems of individuals traveling domestically or abroad. Must maintain courtesy and diplomacy under all circumstances. Must have the confidence, ability and discretion to make difficult decisions independently. Ability to keep schedules current and monitor diverse activities. Ability to maintain control of groups. Able to interact in an appropriate and polite manner with members of the staff, Board of Trustees, volunteers, and public. Ability to assimilate details and to independently solve problems. The ability to maintain confidentiality is critical. |

| PERFORMANCE FACTORS |
| --- |
| 1. Attendance and Dependability: The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.<br>2. Communication and Contact: The employee communicates effectively both verbally and in writing with superiors, colleagues, and individuals inside and outside the Company.<br>3. Relationships with Others: The employee works effectively and relates well with others including superiors, colleagues, and individuals inside and outside the Company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships. |

**Analysis of Required Physical Demands for:**

**Position:** _____

**To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the Essential Duties of the job.**

**Use these codes to complete this section:**

- **"C" Constant = over 66% of the time**
- **"F" for frequently = 33% to 66% of the time**
- **"O" for occasionally = less than 33% of the time**
- **"N" for not at all.**

| PHYSICAL | MENTAL | ENVIRONMENTAL |
|---|---|---|
| **On the job the employee must:** | **On the job the employee must be able to:** | **On the job the employee:** |
| **( ) Bend ( ) Sit** | | **( ) Is exposed to excessive noise** |
| **( ) Squat ( ) Stand** | **( ) Read/comprehend** | **( ) Is around moving machinery** |
| **( ) Crawl ( ) Walk** | **( ) Write** | **( ) Is exposed to marked changes in temperature and/or humidity** |
| **( ) Climb ( ) Push/Pull** | **( ) Perform calculations** | **( ) Is exposed to dust, fumes, gases, radiation, microwave (circle)** |
| **( ) Kneel** | **( ) Communicate orally** | **( ) Drives motorized equipment** |
| **( ) Handle objects (manual dexterity)** | **( ) Reason and analyze** | **( ) Works in confined quarters** |
| **( ) Reach above shoulder level** | **( ) Other _____** | **( ) Other _____** |
| **( ) Use fine finger movements** | | |
| **( ) Other _____** | | |
| **Must carry/lift loads of:** | | |
| **( ) Light (up to 25lbs.)** | | |
| **( ) Moderate (25-50lbs.)** | | |
| **( ) Heavy (over 50lbs.)** | | |

I received a copy of this document.

Employee Name (Printed):_____

Signature: _____ Date:_____

Supervisor: _____ Date: _____