



Explora Job Description

Group: Administration

Position: Rentals & Administration Specialist

Reports to: Rentals & Events Manager

FLSA status: 40 hours per week (full-time), non-exempt

Salary: \$16.00 - \$17.00/hr with 100% employer-paid health insurance premiums and additional benefits

Position Summary:

The Rental and Administrative Specialist (RA Specialist) is responsible for upholding Explora's high customer service standards while booking rental services for internal and external clients as well as working closely with other departments to assist in the regular entry of key programmatic data. The RA Specialist is responsible for supporting the administrative duties for rentals at Explora; such as, responding to incoming requests and ongoing communication with existing clients. The RA Specialist will work closely with the Rental & Events Manager, event staff, Visitor Experience Coordinators, and with rental clients to book, plan, and execute rentals & events. The RA Specialist will be the first point of contact for the rental client and ensure all needs and wants are relayed to the Rentals & Events Manager to finalize planning details. The RA Specialist is expected to work alongside the Rentals & Events Manager for facility rentals, assisting with the other event staff as needed, and on occasion take the lead role with clients. This position entails a semi-consistent schedule with regular need to work after hours and weekends as rental & events require and as determined by the Rentals & Events Manager

Explora is committed to building a culturally diverse staff that reflects the demographics of New Mexico and strongly encourages applications from candidates of color.

Essential Duties and Responsibilities:

- Provides administrative and visitor assistance for rentals & events, to include:
 - Create a welcoming environment for all Explora clients and partners
 - Demonstrate stellar customer service at all times
 - Respond cheerfully and professionally to rental inquiries
 - Schedule and perform initial walk through with rental clients
 - Answer questions and problem-solve issues as they arise
 - Must be able to work independently to carry out delegated tasks preparing for or during a rental
 - Must be able to learn and effectively utilize Google Suites
 - Participate in security operations by assisting with fire alarms, parking lot patrol, and assisting with emergency situations
 - Must be able to maintain composure in fast paced environments
 - Maintain a professional appearance and attire for any client interactions
- Serve as support on specific tasks to the Reservations Manager which may entail;
 - Booking reservations from teachers and parents for various programs
 - Booking grant funded programs in point of sales system
 - Entering museum & program visitation information & attendance into databases
- Often work evenings and weekends as business needs dictate
- Assist with moving furniture and equipment as needed
- Play an active role in Explora's mission and conduct one's self according to Explora's core values
- Other duties as assigned by director or manager

Minimum Qualifications:

- High School Diploma or equivalent
- Ability to work both independently and with a team
- Initiative to establish and maintain effective interpersonal relationships with Explora employees, volunteers, visitors, vendors, and community partners
- Well-developed organizational skills, time management skills, and attention to detail
- Expressed interest in scientific and artistic phenomena and education
- Excellent verbal and written communication skills

Functional Work Characteristics:

- Requires sufficient skills to work in a business environment, including organizing, coordinating, exercising daily decision-making, analyzing, and interpreting
- Requires effective eye-and-hand coordination and manual dexterity
- Requires standing and walking approximately 75% of the time, with regular need to perform physical actions that include sitting, stooping, kneeling, crouching, crawling, reaching, handling materials, pulling, carrying, and pushing
- May occasionally require lifting of various materials and equipment to a maximum of 75 pounds

Work Conditions:

- Most essential duties are performed in a museum and office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting
- Museum facilities may expose incumbent to high noise levels, temperature changes, liquid nitrogen, helium gas, electrical exposure, unpredictable ventilation, dust, and physical obstacles
- Work is normally performed in an area of limited privacy

Employment Screening and Compliance:

- Background check required
- Employee must comply with all operational policies, especially those involving the safety of fellow workers, volunteers, and client/customers
- Employee must maintain a current, valid driver's license

Employee Acknowledgement:

This job description is intended to convey information essential to understanding the scope of this position, it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. Explora maintains the right to augment or delete duties and responsibilities as business needs dictate.

I have read and understand the entire contents of this job description, including the work demands and expectations of this position. I understand that my employment at Explora is employment "at will" and may be concluded at the convenience of Explora Science Center and Children's Museum of Albuquerque. I am aware of my right to notify my employer of any reasonable accommodation that may be necessary to perform this work. I further believe to the best of my knowledge that I am able to perform these duties and responsibilities. If I determine that an accommodation may be necessary at a later date, I shall notify my employer. I understand that my employer maintains certain rights as well under the Americans with Disabilities Act (ADA).

Employee signature

Date signed

Director signature

Date signed

EXPLORA IS AN EQUAL OPPORTUNITY EMPLOYER