

Membership & Reservations Specialist

Organization: Sacramento Children's Museum (SCM)

Location: Rancho Cordova, CA

Position Type: Part-Time (up to 24 hrs a week)

Pay Range: \$19 - \$22/hr

Position Summary

Are you a people person who loves bringing joy to families and making a difference in your community? The **Membership and Reservations Specialist** plays a key role in the Sacramento Children's Museum's day-to-day operations.

In this vital support role, you will be the face and voice of SCM—providing data entry, front desk, and phone support for our programs while maintaining the highest standards of friendly, helpful, and responsive visitor service. You will work closely with our membership program, birthday party bookings, and school programs to help create memorable experiences for children and families.

Role and Responsibilities

Overall Sales & Visitor Support

- **Customer Care:** Answer emails and phone calls, respond to reservation requests in a timely manner.
- **Operations:** Provide front desk, event and/or team support as needed.

Reservation & Database Support

- **Data & Processing:** Process new and renewal memberships, input accurate data, and run reports as requested.
- **Reservation Requests:** Add, update and confirm reservations for private events, field trips and Van Go programs. Issue invoices and complete reservation requests.
- **Member Relations:** Answer membership questions in person, via phone, and over email.
- **Communication:** Serve as the primary point of contact for private events, field trips and Van Go reservations—communicating clearly and effectively before, during, and after a reservation.

Qualifications & Skills

What we are looking for in a candidate:

- **Customer Service Champion:** Warm, welcoming, and genuinely excited to engage with museum members, guests, and children.
- **Detail-Oriented & Organized:** Exceptional data entry skills with the ability to manage multiple calendars and booking systems.
- **Excellent Communicator:** Strong written and verbal communication skills across phone, email, and face-to-face interactions.
- **Reliable Team Player:** Ability to complete tasks in a timely manner within museum standards, while remaining flexible to support special events and weekend needs.

How to Apply

If you are organized, enthusiastic, and ready to support a vibrant community space dedicated to children's learning and play, we want to hear from you!

Please send your resume to info@sackids.org with the subject line "Reservations Specialist Application."

Sacramento Children's Museum is an equal opportunity employer.