Job Description

Date Opened: January 10, 2023

Date Updated: January 5, 2023

Title: Education Administrative Associate

Reporting to: Director of Education, Programming and Museum Experience

Full/Part-time: Full time

Exempt/Non-Exempt: Non-Exempt

**Position Description**

Discovery Park of America, located in Union City, TN, is a museum and heritage park with the mission to inspire children and adults to see beyond. We are looking to hire a motivated, self-directed full-time Education Administrative Associate. Working with team members in the education and group sales departments, the Education Administrative Associate will be responsible for scheduling and arranging the logistics of group visits (schools, adult travelers, churches, etc.) and in-house educational programming events and coordinating membership campaigns. The qualified person will serve as a front-line ambassador for the park, building relationships with group leaders, members, and soon-to-be members with a positive and welcoming attitude.

**Responsibilities**

• Schedule and arrange logistics of group visits, including any add-ons (educational programs, special attractions, lunch orders), paying close attention to room availability and conflicts

• Communicate with group point-of-contact, ensuring they receive confirmation and preliminary invoicing details

• Communicate with relevant DPA departments and personnel regarding group visits

• Receive and process group lunch orders, communicating with the café and alerting the cafe’ to any changes or updates

• Receive tax-exempt certificates, forwarding them to the accounting office

• Reply to calls, emails and faxes in a timely and professional manner

• Process group payments upon arrival

• Schedule and arrange logistics of in-house educational events and programs (homeschool days, painting classes, etc.)

• Meet and greet groups on arrival, ensuring they receive the best in customer care

• Provide accurate and timely reporting of group trips as requested

• Work closely with accounting to maintain accurate records of group visits

• Coordinate membership campaign including phone, email, and written correspondence and processing of payments

• Maintain current Kirkland Scholarship Fund information (committed vs. remaining funds)

• Participate in regular meetings as appropriate

**Requirements:**

• Minimum: High school diploma or equivalent

• Preferred: Two or more years of college study

• Proficient in using computers, phones (transfers and holds), and Microsoft Office, with the aptitude to quickly learn other computer programs and technologies used at DPA

• Exceptional verbal and written communication skills

• Ability to plan, organize and meet deadlines on several projects simultaneously

• Ability to stay on task

• Willingness to work a flexible schedule beyond a traditional 40-hour work week, including some evenings, weekends and holidays

• Excellent customer service skills

• Positive attitude and strong work ethic

• Willing and eager to learn

**Key Skill Areas:**

• Networking and relationship building

• Decision making, adaptability when faced with unexpected circumstances

• Keen attention to detail

• Creative thinking, problem-solving

**Benefits:**

• Health, dental and vision insurance options

• Generous paid time off

• 401K matching benefit after 12 months of employment

• Flexible work schedule

• Fun and creative culture and work environment

\*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without prior notice.

**About Discovery Park of America**

Discovery Park of America is an impressive, state-of-the-art 100,000-square-foot museum sitting on a beautifully landscaped heritage park in Union City, Tennessee.  And while the beautiful building has quickly become an iconic masterpiece and a must-see attraction in the region, the real magic takes place every single day as a spirit of creativity and exploration of new ideas is sparked in the children and adults who visit. Offering a variety of programs, exhibits and hands-on activities both inside and out, a visit to Discovery Park enriches the lives of guests and they leave each time having been inspired to See Beyond.

**Discovery Park of America is an equal opportunity employer and drug-free workplace where all are free from harassment and empowered to succeed.**

To apply, please send a resume, cover letter and completed [application](https://discoveryparkofamerica.com/wp-content/uploads/2021/07/Employment-application.pdf) to [jobs@discoveryparkofamerica.com](mailto:jobs@discoveryparkofamerica.com) or drop it off at the DPA ticket counter during regular business hours.