



Job Description

Title:	Program Registrar
Classification:	Fulltime, non-exempt
Department:	Marketing & Communications
Reports to:	Director of Marketing & Communications

Job Summary:

This position is the first point of contact for all schools, youth organizations, adults, and families who wish to register for any and all museum programs, except community event rentals and memberships. This position provides comprehensive support to prospective museum guests, ensuring professional and timely responses to inquiries and requests for program information. This position responds to incoming calls, troubleshoots requests, and makes judgments and recommendations to ensure professional resolutions within LHF policy.

Specific Duties:

- Responds to inquiries about programs, assists guests with scheduling programs, tours and camps via the web-based reservation system, and performs a variety of logistical tasks associated with all museum programs. This includes coordination with multiple program departments and the creation of tickets for programs within the museum's electronic ticketing system and special requests that may be accommodated (dietary etc).
- Creates, maintains and regularly updates reports regarding programming, such as program attendance, participant lists and evaluations, participant rosters, inventories, etc.
- Assists with planning, staffing, delivering and evaluating educational events, such as annual Homeschool Days and Teacher Appreciation Day on-site.
- Represents the museum off-site at venues promoting the museum to community stakeholders, such as staffing a promotional booth at a community event or conference.

- Prepares & updates daily, weekly and monthly print and on-line schedules and troubleshoots when substitutions are necessary.
- Regularly communicates with other departments regarding program reservations. Coordinates the rescheduling and return paperwork and guest calls for programs that are cancelled or guests that need shifted to a different date. Communicates with program directors to evaluate what programs have sufficient guests to run and what needs moved/canceled
- Calls guests after weather cancellations are made. Provides reports to program staff for use in planning of meal purchases for historic foodways programs.
- Prepares & distributes program related information, including: pre-program curriculum packets, program surveys, emails to program participants, etc. Takes the lead on coordinating & distributing information to participants in the museum's day camp program.
- Conducts school group and program orientation as needed.
- Sends program reminder emails/calls with maps etc to guests at the onset of the week of the program.
- Updates the online program calendars with the most recent reservation information.
- Plans, implements, and manages digital tickets for general museum admission, educational programs, and special events including holidays and historic dinners using electronic point of sale/ticketing platform. Creates and manages appropriate SKUs to coordinate with digital tickets. Working with other museum staff, develops or updates "fine print" for digital tickets and schedules tickets to go on and off sale on appropriate dates. Responds to museum guests' phone and email inquiries about ticketing with timely and accurate information.
- Manages interface of point of sale/ticketing platform with museum website, ensuring that potential guests can easily find and register for general admission, educational programs, and special events. Monitors website links to point of sale/ticketing platform on an ongoing basis and troubleshoots as issues arise, making judgments and recommendations to ensure professional resolutions within museum policy.
- Serves as museum's primary contact with point of sale/ticketing platform vendor and with IT vendor for issues related to point of sale/ticketing. Serves as ticketing point person for other departments and runs reports of registration for educational programs

and special events as requested. When programs are canceled or rescheduled, assists other departments with notifying guests and processing refunds or transfers.

- Staffs Guest Services, which entails processing Admissions, each Saturday during the general touring season.
- Performs other duties as assigned.

Qualifications:

- A passion for the vision and mission of Living History Farms, seeking to be a positive influence in sharing this mission with the general public.
- Must have a warm, friendly and professional personality (both in person and over the phone) with excellent customer service skills.
- Must be detail oriented, have excellent organizational & multi-tasking skills, a flexible personality, and the ability to work independently with moderate supervision.

Education & Skills

- Exceptional computer skills including experience with web-based applications (such as Point of Sale, Dropbox, SharePoint, etc.) as well as Microsoft Office products (especially Microsoft Excel and Word), and general office equipment (copiers, scanners, phone system, etc.).
- Excellent oral and written communication skills and be comfortable interacting with the general public, being a part of a staff team, job sharing, and working with volunteers.
- Associates degree in related field or equivalent experience.
- Non-profit experience a plus.

Position Hours

Hours for the position are typically Tuesday through Saturday between 8:30 am – 4:30 pm. Occasional evening or Sunday activity. From time to time, this position will be required to contact guests regarding program cancellations due to severe weather over the weekend.

General Information:

Living History Farms is an interactive outdoor museum which educates, entertains and connects people of all ages to Midwestern rural life experiences. It is a privately run, not-for-profit organization on 500 acres located in Urbandale, Iowa. Historical interpreters dress in period clothing and recreate the daily routines of early Iowans on three farm sites spanning the years 1700-1900 and an 1875 town. For more information, please visit www.livinghistoryfarms.org.

Application procedure:

Send resume and cover letter with LHF application to:

Elizabeth Keest Sedrel, Living History Farms
2600 111th Street
Urbandale, IA 50322

Email: esedrel@lhf.org FAX: (515) 278-9808

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