

INCUMBENT: Vacant
REPORTS TO: Delivery Program Manager
LOCATION: Bowling Green, KY
STATUS: Full-Time, Exempt
DATE: Open Until Filled



Job Posting: NCM Delivery Program Coordinator

Job Description: The NCM Delivery Program Coordinator is responsible for coordinating activities, scheduling, and programs within the NCM delivery department. This position also provides customer support by responding to customer inquiries, generating paperwork, and processing accessory installation payments, all to ensure a positive and memorable experience for the delivery customer, from start to finish.

Roles and Responsibilities

- Answer incoming calls regarding delivery department programs and offerings as well as general questions and inquiries about order updates.
- Communicate with dealers regarding customer notification of targeted delivery dates, finalized purchase paperwork, and other required documents.
- Assist delivery customers with scheduling a delivery appointment and with their trip planning process including local hotel and car rental info.
- Generate all documents required for each program offered and input into Altru database.
- Process accessory sheets from third party, determining who the customer is and filing paperwork accordingly.
- Process payments for accessory installations and submit receipts to NCM accounting department.
- Generate weekly staff scheduling for the department while considering time off requests.
- Order and ship all personalized dash plate package orders for vehicles.
- Monitor and order office supplies for the department including customer thank you cards, folders, SD cards, etc.
- Disperse interoffice mail and retrieve incoming mail.
- Generate/disperse monthly internal reports for accounting regarding sales and attendance.
- Track production for delivery, buyers tours and photo albums.
- Responsibilities are not all inclusive, additional duties may be assigned.

Qualifications

- Be a well-organized and self-directed individual who is a team player.
- Must be a well-organized and detail-oriented individual who has strong interpersonal and communication skills to effectively communicate with individuals from diverse backgrounds.
- Capability to learn new material and information about the GM Bowling Green Assembly Plant and willingness to invest time to stay informed about the Museum, it's exhibits and events.
- Ability to identify and resolve problems efficiently.
- Possess a high level of social intelligence, vibrant personality, and professional presence.

- Must be able to provide prompt and courteous customer service in person and over the phone.
- Ability to stay organized and multi-task in a professional and efficient manner.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.

Education and Experience Requirements

- High school diploma or GED required.
- Existing knowledge of the Corvette, GM Bowling Green Assembly Plant, and/or National Corvette Museum is helpful.

Organization Summary

The mission of the National Corvette Museum is to celebrate the Corvette's invention and preserve the legendary automobile's past, present, and future. The museum will serve as an educational and research model for all to enjoy.

Comments:

Excellent benefit package that includes medical, dental, vision, life, 401(k).

Interested Candidates should forward a cover letter and resume to hr@corvettemuseum.org with Delivery Program Coordinator in the subject line or mail to National Corvette Museum at 350 Corvette Drive, Bowling Green, KY 42101

