

NATIONAL VETERANS MEMORIAL AND MUSEUM

The National Veterans Memorial and Museum (NVMM) is currently under construction in Columbus, Ohio, representing a national initiative of profound importance for our nation's 20+ million living veterans. There is no single monument or museum dedicated to the veteran's experience in the US today. With 30,000 square feet available for exhibit space, this new institution will celebrate the service and honor the sacrifice of veterans throughout history. Envisioned by the late Senator John Glenn (1921-2016), Colonel, USMC (Retired), as a gathering place for veterans across the country, the museum is scheduled to open to the public in fall 2018. NVMM will present the veteran experience through the lens of personal stories and life-changing experiences from which visitors will be inspired to learn more about our country's history and actively engage in their own communities as informed citizens.

POSITION OVERVIEW

As a member of the Visitor Services branch, the Group Sales and Box Office Supervisor oversees core aspects of NVMM's admissions, one of the largest revenue streams for the organization. The individual will be responsible for the ongoing oversight of the ticketing system, managing the day-to-day operations of the box office, and coordinating group inquiries. This role supports NVMM's effort to welcome visitors and provide them with a seamless purchasing process at any point during their trip planning and visit, while optimizing revenue and engagement opportunities.

MAJOR DUTIES AND RESPONSIBILITIES

Systems Administration

- Responsible for the correct, prompt, and efficient programming of the ticketing system, including buyer types, pricing, promotions, packages, group offers, fees, ticket designs and web sales.
- Collaborate across NVMM to maintain current and in-depth knowledge of the Institution's schedule, events, and all sellable items and adjust ticketing system as new information is received.
- Primary liaison with the ticketing system vendor, in conjunction with Visitor Services Manager, to ensure all hardware and software are working efficiently for staff and visitor use.
- Create and distribute daily, weekly, seasonal, ad hoc, and other reports using ShowClix ticketing software, Salesforce, and MS Office
- Manage all aspects of digital ticketing operations and fulfillment, including inventory management and identifying and addressing/rectifying all online ticketing issues.

Box Office Operations

- Assumes fiduciary responsibility for all box office transactions and reconciliation, including daily cash-outs and end-of-day reporting. Administers a system of controls (via system access, reporting, and training) for accounting and auditing purposes to ensure the full integrity of all transactional operations.
- Resolves escalated customer issues and/or complaints in a timely, courteous, and informed manner.

NATIONAL VETERANS MEMORIAL AND MUSEUM

- Review and evaluate ticketing policies and procedures to ensure accuracy and efficiency within the system and ensure alignment with the strategic objectives of the department and NVMM.
- Collaborate with IT to install, maintain, and refresh ticketing equipment, including computers, printers, and scanners for all users and locations.
- Collect and communicate information to box office staff regarding promotions, events, and other relevant NVMM offerings.

Supervisor

- Recruit, train, and manage a professional pool of part-time associates, plus a weekend box office supervisor. Responsible for scheduling of NVMM ticket desk to ensure optimal coverage during all public hours.
- Conduct regularly scheduled meetings to support and retain staff through ongoing trainings, professional consultation, and developing a channel to communicate visitor feedback.
- Responsible for researching, communicating, assisting, and training box office staff on new features in the ticketing system, industry standards, best practices, and emerging technology.
- Mentor and advocate for visitor services staff, finding appropriate opportunities for engagement with other NVMM staff and departments, including ongoing learning, knowledge of NVMM exhibitions and events, and career/skill development opportunities.
- Serve, as directed by Visitor Services Manager, as inter-departmental liaison for all NVMM initiatives requiring ticketing needs and/or assistance of box office staff. Attend meetings and provide advice, feedback, and direction regarding ticketing system capabilities and visitor feedback.

Group Sales

- Serve as NVMM point person in responding to inbound calls and emails regarding group sales.
- Liaise with other departments (such as Special Events, Membership, and Advancement) to provide sales support to groups, conferences, and corporations working with NVMM.
- Lead the development of NVMM's promotional pricing, sale (including deposits, invoices, and inventory management) and distribution of group tickets.

Additional Duties

- Performs studies, special projects and additional assignments as directed by the supervisor. May work one or more holidays a year.

JOB QUALIFICATIONS

- Outstanding management skills and leadership abilities, preferably in ticketing, museums, or non-profit organizations.
- 3-5 years experience using ticketing applications (knowledge of ShowClix preferred but not required), spreadsheets and databases, including strong knowledge of Microsoft Word and Excel.

NATIONAL VETERANS MEMORIAL AND MUSEUM

- Fortitude with staff, vendors, and visitors; asserting knowledge, authority, and excellent decision-making skills.
- Ability to analyze data and situations to provide solutions and recommendations based on findings, in conjunction with good judgement skills.
- Takes initiative in communicating and implementing methods to solve problems or improve processes and policies, while also understanding when situations should be elevated for additional feedback.
- Strong listener with highly effective verbal and written communication skills and ability to interact with persons of diverse jobs, backgrounds, and personalities.
- Demonstrated ability to plan, time, and prioritize multiple tasks and meet multiple deadlines in a dynamic, fast-paced environment with numerous interruptions and fluctuating priorities.

SALARY

This is a part-time position earning \$20 per hour. The Group Sales and Box Office Supervisor will be regularly scheduled to work 20 hours per week: Tuesday - Friday from 9:30am - 3:30pm.

NVMM APPLICATION PROCESS

For consideration, please email a cover letter and resume to jobs@nationalvmm.org. Please be sure to include the title of the position, Group Sales and Box Office Supervisor, in the subject of the email. No phone calls will be accepted. Only those candidates selected for an interview will be contacted.