

Weekend Box Office Supervisor

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 Weekend 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 managing the day-to-day operations of the box office, oversight of ticketing system operations, and assisting the Group Sales and Box Office Supervisor. 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

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.
- Applies and communicates ticketing policies and procedures to ensure accuracy and efficiency.
- Able to troubleshoot or escalate any issues relating to 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.
- Ensure box office associates are supported in their day-to-day tasks, including answering questions, providing coverage during breaks, and assisting during periods of high-volume visitation.

Systems Administration

Weekend Box Office Supervisor

NATIONAL VETERANS MEMORIAL AND MUSEUM

- 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.
- Reviews and confirms all ticketing system set-ups (including events, prices, buyers, and fees, and functionality), in conjunction with the data checks system established by the Group Sales and Box Office Supervisor.
- Able to troubleshoot or escalate any issues relating to admissions, including ticketing system adjustments, inventory management, and online operations and fulfillment.
- Other duties as assigned by the Group Sales and Box Office Supervisor to support the implementation and roll-out of ticketing initiatives, promotions, and offerings at NVMM.

Supervisor

- Assist the Group Sales and Box Office Supervisor in the recruitment, training, and management of a professional pool of part-time associates.
- 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 a liaison for NVMM initiatives requiring ticketing needs and/or assistance of box office staff.

Additional Duties

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

JOB QUALIFICATIONS

- 1-2 years experience in box office, visitor services, or sales, preferably in museums, live events, or non-profit organizations. Knowledge of ShowClix ticketing software preferred but not required.
- Must be available to work weekends. This is a part-time position with hours on Saturday and Sunday. Occasional hours on weekdays and evenings may be required.
- 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.

Weekend Box Office Supervisor

NATIONAL VETERANS MEMORIAL AND MUSEUM

- 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.
- Proven record of maintaining high-levels of technical skills, including strong knowledge of Microsoft Word and Excel.

SALARY

This is a part-time position earning \$15 per hour. The Weekend Box Office Supervisor will be regularly scheduled to work 14 hours per week: Saturday-Sunday from 9:30am - 5:30pm.

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, Weekend 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.