



Friends of the North Carolina Museum of Natural Sciences

<b>Position Title:</b>	<b>Box Office Manager</b>
<b>Reports To:</b>	<b>Retail Operations Manager</b>
<b>Location:</b>	<b>Raleigh, NC / Wake County</b>
<b>Recruitment Range:</b>	<b>\$38,000 - \$45,000</b>

---

### **About Friends of the NC Museum of Natural Sciences**

The Friends of the NC Museum of Natural Sciences (Friends) is a nonprofit organization whose purpose is to support the NC Museum of Natural Sciences. All Friends activities serve the broader goal of helping the Museum illuminate the natural world and inspire its conservation.

As admission to the Museum and its satellite locations is free, Friends relies upon a combination of earned revenue (generated from the Museum Store, Café, WRAL 3D Movie Theater, special events, exhibitions, and programs), as well as contributed income (generated through Museum Membership and philanthropic support) to make possible the activities that bring our Museum to life.

We are seeking a dedicated and enthusiastic Box Office Manager to join our team and help us deliver outstanding visitor experiences, with a focus on managing ticketing for special exhibitions and our 3D movie theater.

### **Position Summary**

The Box Office Manager is responsible for the overall operations of the museum's box office. This role includes managing ticket sales, overseeing box office staff and volunteers, and ensuring a high level of customer service. The ideal candidate will have excellent organizational skills, experience in a similar role, and a passion for science and education.

## **Responsibilities**

### **Supervise Box Office & Special Exhibit Staffing**

- Evaluate box office & special exhibit needs, including hiring, supervising, and scheduling staff.
- Prepares each box office for daily operations, including cash handling, stocking supplies, and organizing registers and other staffed areas
- Supervise and train staff and volunteers, including operating cash register for ticket sales, donations, and membership sales, assisting guests with questions and wayfinding, and performing as a docent within the Special Exhibit

### **Box Office Operations**

- Manage daily operations of the box office, including ticket sales, reservations, and customer service.
- Handle customer inquiries, complaints, and feedback in a professional manner.
- Responds promptly to group reservation inquiries about ticketed programs.
- Ensure the box office operates smoothly during exhibitions, regular museum hours and after hour events.
- Maintain accurate financial records, process transactions, and generate sales, royalties, and program attendance reports.
- Collaborate with the marketing and communications team to promote events and programs.
- Coordinate with various departments throughout the museum for various projects and programs as well as operations, including guest services, development, membership, exhibits, education, facilities, and finance.
- Develop and implement box office policies and procedures to improve efficiency and service quality.
- Utilize box office point of sale and systems to manage sales and reporting, including arranging technical support as needed.
- Serves as a contact for the museum ticketing system, including new employee onboarding, database management, and creating and launching ticketing for programs and events.
- Research prospective movies and special exhibits, and supplement with personal knowledge.

### **Physical Demands:**

- Ability to sit, stand, and walk for extended periods.
- Ability to lift and carry up to 20 pounds occasionally.
- Dexterity to operate a computer and other office equipment.
- Ability to handle the physical demands of setting up and breaking down ticketing stations and equipment.
- Visual and auditory ability to respond to visitor inquiries and ensure a safe environment

### **Qualifications**

- Bachelor's degree in Business Administration, Arts Management, or a related field (preferred).
- Minimum of 2 years of experience in box office management, ticketing, or a related customer service role.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Proficiency with box office software and point-of-sale systems, Blackbaud/Altru experience preferred.
- Ability to handle financial transactions accurately and securely.
- Detail-oriented with strong organizational skills.
- Passion for science, education, and community engagement.

### **Benefits**

- Medical, Dental, and Vision Insurance
- Life and AD&D Insurance
- Short and Long-Term Disability
- Paid time off for 12 sick days, 10 annual leave days and 3 personal leave days
- Paid time off for 12 holidays
- Eligible to participate in the Friends of the NCMNS 401k program with employer matching after a waiting period
- Employee Assistance Program
- Friends of the NCMNS Membership & Discounts

### **Job Classification** Full Time / Non-Exempt

**How to Apply:** Interested candidates should submit a resume and cover letter to [Friends.HR@naturalsciences.org](mailto:Friends.HR@naturalsciences.org) with the subject line "Box Office Manager". Applications will be reviewed on a rolling basis until the position is filled.

*Friends of the NC Museum of Natural Sciences is an Equal opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age or any other characteristic protected by law.*