

**Position Title:** Box Office Assistant Manager  
**Reports To:** Box Office Manager  
**Location:** Raleigh, NC / Wake County  
**Recruitment Range:** \$33,280 - \$35,360

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### 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.

The Friends is seeking a dedicated and experienced Box Office Assistant Manager to join the Box Office Team and support the overall operations of the Museum's box office.

**Position Summary:** The Box Office Assistant Manager works closely with the Box Office Manager to ensure smooth daily operations. Responsibilities include ticket sales, supervising staff and volunteers, handling customer inquiries, and assisting in maintaining financial accuracy.

The ideal candidate will have experience in a customer service role, strong organizational skills, and a passion for science and education

### Duties/Responsibilities:

#### **Support Box Office & Special Exhibit Staff**

- Assist the Box Office Manager with evaluating staffing needs for the box office and special exhibits, including hiring, supervising, and scheduling.
- Help prepare each box office for daily operations by ensuring proper cash handling, stocking supplies, and organizing workstations.
- Supervise and train staff and volunteers on operating the cash register for ticket sales, memberships, and donations, and assist guests with questions and wayfinding.
- Perform as a docent within the Special Exhibit as needed.

## Job Posting – Box Office Assistant Manager

### Duties/Responsibilities (*continued*):

#### **Box Office Operations**

- Support the daily operations of the box office, including ticket sales, reservations, and providing excellent customer service.
- Assist with handling customer inquiries, complaints, and feedback professionally and promptly.
- Help respond to group reservation inquiries for ticketed programs.
- Ensure smooth box office operations during museum exhibitions, regular hours, and after-hour events.
- Help maintain accurate financial records, process transactions, and generate sales and attendance reports.
- Collaborate with the marketing and communications team to promote museum events and program.
- Assist in coordinating with various departments across the museum for projects and programs, including guest services, development, membership, exhibits, education, and finance.
- Help implement box office policies and procedures to improve operational efficiency.
- Utilize the point-of-sale system for managing sales and reporting; provide technical support as needed.
- Serve as a secondary contact for the museum’s ticketing system, supporting employee onboarding, database management, and the creation and launch of ticketing for programs and events.

#### **Physical Requirements:**

- 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 set up and break down ticketing stations and equipment.
- Visual and auditory ability to respond to visitor inquiries and ensure a safe environment

#### **Required Skills/Abilities:**

- Strong communication and interpersonal skills.
- Proficiency with box office software and point-of-sale systems (Blackbaud/Altru experience preferred).
- Strong organizational skills and attention to detail.
- Ability to handle financial transactions accurately and securely.
- Passion for science, education, and community engagement.
- Ability to work flexible hours, including nights, weekends, and holidays.
- Understands the importance of maintaining confidentiality

## Job Posting – Box Office Assistant Manager

### Education and Experience:

- High school diploma required
- Bachelor’s degree in Business Administration, Arts Management, or related field (preferred)
- Minimum of 1-2 years of experience in ticketing, box office, or related customer service role
- Experience in a supervisory or leadership role is a plus
- Experience in a nonprofit organization is preferred

### 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 Assistant 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.*