



Friends of the North Carolina Museum of Natural Sciences

Position Title:	Box Office Manager
Reports To:	Senior Box Office Manager
Location:	Raleigh, NC / Wake County
Job Classification:	Full-Time/ Overtime Eligible
Hiring Range:	\$40,000 per year
Work Schedule:	40 hours per week during operational hours Mon – Sun, Summer; Tues – Sun, Fall through Spring Schedule will include 1 weekend each pay week, holidays, and occasional evening hours.

About Friends of the North Carolina Museum of Natural Sciences:

The Friends of the NC Museum of Natural Sciences (“Friends”) is a nonprofit organization whose mission is to support the NC Museum of Natural Sciences (“Museum”), the most visited Museum in the state. 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, the Museum relies on Friends to generate earned revenue (from the Museum Stores, Café, WRAL 3D Movie Theater, special events, and exhibitions), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring the Museum to life.

Friends is committed to fostering a welcoming, growth-minded, and mission-driven environment where all employees demonstrate an active dedication to meeting Friends’ employee competencies of effective communication, culture of service, people development, decision making, building relationships and emotional intelligence, and functional skills and knowledge.

Position Summary:

The Friends of the North Carolina Museum of Natural Sciences is seeking a highly capable and people-savvy **Box Office Manager** to serve as the tactical partner to our Senior Box Office Manager and work in tandem with other Box office Managers. This role is ideal for someone who thrives in a fast-paced environment, is calm under pressure, and takes pride in ensuring smooth, efficient, and welcoming guest experiences.



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As one of the leaders in the Box Office team, you'll take charge of the daily operational rhythm - managing ticketing flow, crowd control, technical setups, and cash handling with other Managers - so that the Senior Box Office Manager can focus on strategy, systems, and overall team leadership. Your ability to read people, troubleshoot quickly, and keep the front-of-house humming will make you an essential part of the guest experience.

Duties/Responsibilities:

- **Daily Box Office Operations:**
Manage the opening, closing, and smooth operation of the box office, including Altru (or similar systems) and point-of-sale platforms.
- **Driving a Culture of Service**
Model the way and influence staff through exceptional service standards, guest centered communication, active listening and resolution and enthusiasm for the mission.
- **Guest & Crowd Management:**
Lead the guest experience at the front line, managing lines, answering questions, and ensuring an efficient and welcoming flow during both regular and high-volume days.
- **Technical & Event Setup:**
Set up and test POS systems, connect internet and hardware, and troubleshoot tech issues in advance of daily operations or special events.
- **Cash & Payment Handling:**
Accurately process payments, issue refunds, and reconcile cash drawers with integrity and attention to detail.
- **Data & Reporting:**
Track daily attendance, ticketing trends, and sales metrics. Prepare reports in Excel or similar tools to support data-driven decisions.
- **System Maintenance & Process Support:**
Maintain consistency and accuracy in systems usage and identify opportunities for operational improvement.
- **Customer Support & Issue Resolution:**
Act as the first line of problem-solving for guest concerns or unexpected issues—responding with empathy, clarity, and professionalism.
- **Team Collaboration:**
Work closely with the Senior Box Office Manager to support staffing plans, uphold service standards, and contribute to a positive team culture.



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What We're Looking For:

- 2+ years of experience in box office, ticketing, customer service, or event operations
- Comfortable working with Excel, POS systems, and general IT setup (internet, printers, hardware connections)
- Familiarity with Altru or Blackbaud products is not required but a plus
- Exceptional interpersonal skills and emotional intelligence - can read a room and pivot as needed
- Strong attention to detail, especially with cash handling and transactional accuracy
- Able to work weekends, holidays, and evenings as needed for events
- Thrives in dynamic environments with frequent foot traffic and occasional chaos
- Highly reliable, organized, and committed to creating a positive guest experience
- Experience in a nonprofit institutional or educational environment is a plus.

Physical Requirements:

- Ability to sit, stand, and walk for extended periods
- Ability to lift and carry up to 35 pounds regularly
- Dexterity to operate a computer and other office equipment

Benefits:

- Medical, Dental, and Vision Insurance
- Life and AD&D Insurance
- Short and Long-Term Disability
- Paid time off for 12 sick days, 13 annual 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

How to Apply: Interested candidates should submit a resume and cover letter to friends.hr@naturalsciences.org with the subject line "Box Office Manager." Applications will be reviewed on a rolling basis until the position is filled.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of



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all responsibilities, duties and skills required for the position. All employees may have other duties assigned at any time.

Friends of the NC Museum of Natural Sciences is an equal opportunity employer. We value a diverse workforce and encourage applications from all qualified candidates 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. We are committed to building an inclusive environment where every individual is seen, valued, and empowered to thrive.