



Friends of the North Carolina Museum of Natural Sciences

J O B D E S C R I P T I O N

Job Title: Senior Box Office Manager
Reports to: Chief Earned Revenue Officer
Employment Status/Job Classification: Full Time / Exempt
Department: Box Office
Salary: Competitive Salary Commensurate with Experience

About Friends of the NC Museum of Natural Sciences:

Friends of the NC Museum of Natural Sciences (“Friends”) is a nonprofit organization whose purpose 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, Friends relies upon a combination of earned revenue (from the Museum Store, Café, WRAL 3D Movie Theater, special events, exhibitions, and programs), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring our 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 Senior 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.

Supervisory Responsibilities: two Box Office Managers (full-time), and several Box Office Associates (one full-time and 5-10 part-time).

Duties/Responsibilities:

Supervise Box Office & Special Exhibit Staffing

- Evaluate box office & special exhibit staffing 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.
- Lead, train and motivate staff and volunteers on core box office operations including selling memberships & paid experiences within the museum, operating cash register, opening and closing procedures, assisting guests with questions and wayfinding, and performing as a docent within the Special Exhibit.

Drive a Culture of Service

- Model the way and empower staff through training, clear communication and recognition.
- Provide and encourage genuine, guest-centric communication including active listening, empathy and resolution.
- Provide regular training and development opportunities to maintain exceptional service standards.
- Serve as a primary point of contact for guest inquiries, resolving complex issues, and ensuring a high level of guest satisfaction.
- Drive clarity and enthusiasm for the mission of the Museum.
- Strong collaboration with all front-line department managers to ensure one unified approach to guest engagement.
- Provide timely information and clear direction to ensure the team can do their jobs effectively and feel part of the team

Proactively anticipate needs and prep staff accordingly to ensure they can exceed guest expectations.

Box Office Operations

- Manage daily operations of the box office, including ticket sales, membership sales, and ticket reservations.
- Oversee daily workflow and process improvements.
- Implement long-term and short-term box office operational strategies that align with the business goals of Friends and the Museum and improve efficiency.
- Effectively schedule staff, managing payroll to control expenses and stay within budget.
- 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.
- 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.

Physical Requirements:

- Prolonged periods of standing and walking.
- Must be able to lift and carry up to 30 pounds.
- Ability to handle the physical demands of setting up and breaking down ticketing stations and equipment.
- Ability to focus on detailed work, such as reading contracts or viewing digital systems.

Required Skills/Abilities:

- Strong interpersonal and communication skills, with the ability to engage diverse stakeholders.
- Proficient in box office software and point-of-sale systems, Blackbaud/Altru experience preferred.
- Exceptional organizational skills, with keen attention to detail and the ability to manage multiple tasks and deadlines.
- Budget management experience and a results-driven mindset.
- Ability to work evenings, weekends, and holidays as needed for event execution.
- Ability to represent the Friends of the Museum in a friendly and enthusiastic manner.

Education and Experience:

- Bachelor's degree in Business Management, Art Management or a related field preferred.
- Minimum of 3-5 years of experience in box office management, ticketing, or related guest service role.
- At least 1-2 years of supervisory experience is strongly preferred.
- Experience in a nonprofit organization is highly valued.

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

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 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/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.

