Box Office Manager
Job Description

Are you looking for a fun, inspiring place to work? North Dakota's Gateway to Science (NDGTS) is seeking a highly motivated, detail-oriented individual who is ready to be part of our team. The Box Office Manager is a welcoming, enthusiastic team member who oversees the day-to-day operations of the Box Office. This includes processing of all sales using a computerized ticketing system, providing excellent customer service to visitors at the box office and in the lobby, and scheduling hourly science center staff.

About North Dakota's Gateway to Science

NDGTS is a hands-on science center with an interactive exhibit gallery in Bismarck ND. Our mission is to inspire the discovery of science through hands-on experiences. NDGTS is constructing a new 43,000 square foot building to be completed early 2023. The building will include a 13,700 square foot gallery with interactive exhibits on agriculture, energy, health care, transportation, water, weather, and more. The building also includes an education wing with a lab classroom, two additional classrooms, and a maker space, a deck on three sides of the building, and an outdoor classroom. NDGTS continuously works to develop engaging hands-on experiences for gallery visitors and program participants. The new facility will increase our capacity to serve all ages with educational exhibits and programs, and to offer use of facility space to outside user groups.

Primary Responsibilities

The Box Office Manager is responsible for the day-to-day operations of the box office, including supervision of staff and volunteers.

- Primary Box Office staff person.
- Accurately process all types of sales including daily admissions, annual memberships, program registrations, and special event tickets using a computerized ticketing system.
- Follow NDGTS cash handling procedures.
- Complete all associated paperwork or electronic data entry for transactions.
- Directly supervise box office staff (paid and volunteer). Inform staff of changes in policy, procedure, and museum operations.
- Ensure staff working at the box office are following NDGTS procedures and providing excellent customer service to visitors.
- Schedule all NDGTS hourly staff for Box Office, Gallery, Programming, and Events. Maintain part-time staff schedule/calendar.
- Work with management on concepts for best practices and efficiencies.
- Maintain a safe environment in the lobby. Monitor box office area for safety concerns, including hazardous conditions and suspicious or unsafe visitor behavior.
- Ensure compliance of employees with established security, sales, and record keeping procedures and practices.
- Follow appropriate procedures to calmly and effectively handle emergency situations.
- Directs visitor traffic to maximize flow and alleviate crowding.
- Work with management in selection and inventory of merchandise available for purchase.
- Perform other related duties as assigned by management.
Education and experience required

- Minimum high school degree.
- Associates degree preferred with coursework in sales and business.
- Minimum two years customer service experience.
- Experience supervising full- and part-time staff and volunteers across multiple shifts. Minimum three years supervision experience preferred.
- Experience using computers and Microsoft Office.
- Experience using CRM software a plus.

Traits and skills required

- Demonstrated ability to work well with the public and provide excellent customer service.
- Excellent communication and teamwork skills. Ability to speak with all levels of guests, vendors, and team members.
- Ability to express ideas clearly and present information effectively. Listens effectively. Able and willing to share and receive information.
- Great time management, organization, and prioritization abilities.
- Must be detail-oriented and work well within a fast-paced, changing environment.
- Knowledge of basic mathematics.
- Good problem solving and strategic thinking skills. Ability to prioritize, identify critical issues and work toward results.
- Ability to be decisive, acting quickly to solve and prevent problems. Ability to make timely and sound customer service decisions.
- Ability to handle multiple tasks in a timely manner.
- Excellent documentation skills.
- Maintains confidentiality. Adheres to organizational policies and procedures.

Terms of employment

- Salaried, full-time, exempt
- Salary $45,000
- Must be flexible and willing to work beyond an 8-hour day as needed, including some evenings and weekends.
- Ability to work in an often-noisy atmosphere, standing for long periods.
- Ability to maintain focus during very busy periods in a fast-paced environment.

Accountability

Position reports to Marketing Director.

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive list of duties, responsibilities, and requirements.

Application deadline January 5, 2023. Anticipated date of hire February 1, 2023. To apply, submit cover letter, resume, and references.

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