

North Carolina Museum of Art Foundation, Inc.



Job Title: Box Office Associate
Opening Date/Time: 02/01/2018
Closing Date/Time: 02/15/2018
Salary: \$9.00/hour
Job Type: Part Time Variable Non Exempt (Seasonal)
Location: North Carolina Museum of Art Foundation, Inc.
2110 Blue Ridge Road, Raleigh, NC 27607
Department: Box Office

We are looking for assistance during our annual fundraiser and spring exhibition. The Box Office Associate will provide customer service and support to museum visitors, members, and the general public; handle all primary inquiries; be the *Director of First Impressions*. Responsibilities will include completing daily paperwork and reconciliations required for museum metrics, handling customer service situations with professionalism, and providing our guests with a consistently positive experience. The candidate must be able to work on nights, weekends, and holidays

Key Responsibilities:

- Sale of tickets to NCMA programs at box office
- Handle telephone inquiries and sales by phone
- Provide customer service at box office ensuring every guest feels welcome
- Daily reconciliation of receipts
- Enroll, educate, and trouble shoot membership services
- Interaction with other museum departments
- Other duties as assigned in the overall NCMA environment

Skills Required:

- Must be proficient in using computer systems
- Must be able to multi-task
- Good punctuation, spelling, grammar and attention to detail a must.
- Ability to communicate effectively and develop relationships with customers, peers and management
- Ability to sit or stand for long periods of time
- Ability to lift 20lbs throughout the day

Qualifications:

- Minimum two years' experience in customer service environment
- Minimum two years' experience in cash handling and credit card transactions
- Must be 18 year of age or older
- High School diploma or equivalent

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- Basic computer, math and reading skills

Equipment Used:

Basic office equipment; phone, computer, copier and fax machines

How to Apply:

Between **January 31, 2018 – February 15, 2018** please submit your resume, cover letter highlighting skills relevant to those listed above, ***and*** salary history to ncmaboxoffice@gmail.com

- No phone calls please
- No applications will be considered without all of the above requested information.

Diversity Statement: The North Carolina Museum of Art Foundation, Inc. is committed to creating an equitable, hospitable, appreciative, safe, and inclusive environment – one that embraces the full spectrum of all community members’ contributions. The NCMA Foundation makes this commitment because: Diversity strengthens the workforce in competence and ability; Celebrating diversity appreciates and values individual differences; Diversity serves an increasingly heterogeneous society; Diversity is crucial to our ability to serve all citizens. The NCMA Foundation encourages and supports staff efforts to reach out to people of all races, national origins, abilities, religions, sexual orientations, veteran status, ages, and genders who visit and who live in communities nearby. This outreach is to focus on engaging in partnerships that expand programs and services in a way that is meaningful and of value to all people. The NCMA Foundation is dedicated to offering quality experiences to all visitors through a workforce and volunteer corps that reflects the diversity of North Carolina.

The North Carolina Museum of Art Foundation, Inc. is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Human Resources.