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| <b>Position Title:</b>    | Box Office Associate  |
| <b>Reports To:</b>        | Senior Box Office Manager   |
| <b>Location:</b>          | In-Person; Raleigh, NC  |
| <b>Status:</b>            | Part-Time, Overtime Eligible  |
| <b>Recruitment Range:</b> | \$15 per hour   |
| <b>Schedule:</b>          | Up to 29 hours per week; some night and weekend availability required |

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#### **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 Part-Time Box Office Associate is responsible for supporting the North Carolina Museum of Natural Sciences’ box office operations on a part-time basis. This role provides front line customer service to Museum visitors by selling tickets and memberships, processing transactions, and answering guest questions related to exhibits, programs, films, and special events. This position serves as a key member of our Museum Welcome Services team, helping to ensure a world class guest experience. It offers a chance to be part of a dynamic team that values collaboration, service excellence and learning. The ideal candidate will have experience in customer service, strong organizational skills, and a passion for science and education. This is a forward-facing, in-person position that will require active, ongoing engagement with guests, colleagues and other visitors to the Museum.

**Supervisory Responsibilities:** None



### **Duties/Responsibilities:**

- Support the daily operations of the box office, including ticket sales, reservations, and providing excellent customer service during both regular operating hours and selected after-hour events.
- Work collaboratively and in tandem with Guest Services, as part of the Museum Welcome Services team, to provide a warm and welcoming environment by engaging and connecting with each guest based on their individual needs.
- Deliver a consistent guest experience by engaging visitors in a courteous, professional, and helpful manner that leads to guest satisfaction with every encounter.
- Assist with handling customer inquiries, complaints, and feedback professionally and promptly.
- Assist with 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.
- Open and close the box office as needed, including completing daily procedural paperwork, participating in shift meetings and handling cash.
- Partner with other Box Office Associates to spark team collaboration.
- Process financial transactions accurately and in accordance with established financial procedures.
- Promote Museum programs, films, special events, exhibitions, and membership opportunities to visitors.
- Maintain a clean, organized, and professional box office and public-facing work area.
- Perform all tasks with a clear understanding that Friends exists solely to support the North Carolina Museum of Natural Sciences and that the membership of Friends is the lifeblood of our organization.
- Any other duties as assigned.

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

- Strong organizational and multitasking skills.
- Clear and professional communication—both written and verbal.
- Enthusiastic, adaptable, and eager to learn.
- Team player who thrives in energetic, high-traffic spaces with diverse visitors.
- Commitment to creating inclusive and memorable guest experiences.
- Demonstrated accuracy and responsibility in handling cash, processing payments, and reconciling transactions in a fast-paced environment.
- Ability to learn and effectively use ticketing, CRM, point-of-sale, and scanning systems.
- Ability to maintain a friendly, professional demeanor during prolonged periods of guest interaction.
- **Reasonable weekend, holiday, and evening availability is required.**



#### **Physical Requirements:**

- Ability to stand for extended periods throughout the workday while performing assigned duties.
- Ability to lift and carry up to 30 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.
- Ability to tolerate loud, fast-paced, and crowded environments for extended periods, while maintaining focus and clear communication.

#### **Education and Experience:**

- Minimum of 1 year of experience in ticketing, box office, or related customer service role.

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.

#### **Benefits**

- Friends of the NCMNS Membership & Discounts
- Eligibility to participate in the Friends of the NCMNS 401k program with employer matching after the waiting period.
- Flexible part-time schedule based on the Museum and Friends' operational needs

*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.*