



## NEW EMPLOYMENT OPPORTUNITIES

Please apply directly to [kendra@vanderbiltmuseum.org](mailto:kendra@vanderbiltmuseum.org)

**Job Title:** Admissions & Retail Supervisor/Full time

**Summary:** The Vanderbilt Museum and Planetarium is seeking a reliable full time Admissions & Retail Supervisor to join our team. The primary function of the Admissions & Retail Supervisor will be to perform a variety of tasks in support of the Admission's desk, café, and gift shop.

**Location:** Vanderbilt Museum & Planetarium, 180 Little Neck Rd., Centerport, NY 11721

**Hours:** Year-round full time position, must be available to work 35 hours per week, including weekends, some evenings and minor holidays

### **Duties and Responsibilities include the following:**

- Supervise the Admissions staff, including training and scheduling, and ensuring that all Admissions and Retail staff follow museum and planetarium policies and procedures.
- Schedule all Admissions staff for public visits and school group visits.
- Handle ticket and membership sales.
- Perform opening and closeout procedures; manage cash control and deposits accurately.
- Maintain oversight of all frontline Visitor Experience ticketing operations by coordinating and enforcing operational and personnel policies and procedures on a daily basis.
- Set up planetarium lobby with proper lighting, exhibits, video projection systems and sound system for entrance music.
- Ensure Admissions staff is stocked with necessary supplies and restock, as needed.
- Order and stock café and gift shop items. Travel to pick up supplies, when necessary.
- Collaborate with various departments at the museum to ensure the best experience for museum visitors.
- Advocate the department goals of developing audiences and the audience experience while exploring revenue opportunities, driving revenue and meeting goals.
- Assist with the creation and management of the museum's website.
- Assess staff performance through coaching and counseling.
- Approve staff timecards in the museum's Paychex Flex payroll system.
- Utilize museum ticketing system, Altru. Previous experience a plus.
- Provide ongoing training in ticketing systems procedures.
- Create queries within the Altru ticketing system to track museum analytics.
- Provide daily reminders to staff, including communication regarding special admission, promotions, amenities and membership initiatives that can be offered via the Altru ticketing software.
- Work independently under the guidance of the Planetarium Director and Executive Director of the Museum.
- Attend and participate in department meetings.
- Keep the planetarium lobby and gift shop clean and tidy.
- Occasional work conducted outdoors with exposure to varied weather conditions.

- Nights, weekends and minor holiday work required.
- Perform other related duties as assigned.

**Skills:**

Possess strong leadership skills and the ability to work in a team environment  
Support museum programs by Interacting with visitors in a friendly, helpful and professional manner  
Ability to work proactively without supervision and to use good judgment  
Exceptional organizational skills with strong attention to detail  
Excellent de-escalation skills

Efficient multi-tasker to handle multiple projects in a fast-paced environment  
Excellent verbal communication and interpersonal skills  
Deadline and accuracy driven  
Flexibility with the ability to adapt to shifting priorities  
Computer skills with knowledge of MS Office Suite  
Ability to stand for long periods of time, kneel, stoop, crouch and to lift at least 25 pounds

**Experience:**

Minimum of 3 years of public-facing customer service experience in a sales-oriented environment (Required)  
Valid NYS Drivers License (Required)  
US work authorization (Required)  
High School Diploma or equivalent (Required)

Smoking is prohibited on Suffolk County property.

*The Vanderbilt Museum and Planetarium is an Equal Opportunity Employer.*