



NEW EMPLOYMENT OPPORTUNITIES

Please apply directly to kendra@vanderbiltmuseum.org

Job Title: Admissions and Retail Supervisor/Full-time

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

Location: Suffolk County Vanderbilt Museum and Reichert Planetarium, 180 Little Neck Rd., Centerport, NY 11721

Status: Non-exempt

Range: \$23.00 - \$26.00 per hour

Hours: Year-round full-time position, must be available to work 35 hours per week, **in person**, including weekends and minor holidays. Occasional support for museum events. Schedule is Monday, Tuesday, Friday, Saturday, Sunday, between the hours of 9 AM and 6:30 PM to be discussed with the Planetarium Director.

Duties and Responsibilities include the following:

- Supervise the Admissions staff, including training and scheduling, ensuring 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.
- Ensure the planetarium lobby is set up 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.
- Manage admissions-related information on the museum's website.
- Assess staff performance through coaching and counseling.
- Confirm staff schedules relating to timecards for the museum's payroll system with the Human Resources Supervisor.
- 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.
- 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.