



NEW EMPLOYMENT OPPORTUNITIES

Please apply directly to kendra@vanderbiltmuseum.org

Job Title: Admissions and Retail Coordinator/Part-time

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

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

Status: Part-time, non-exempt

Range: \$20.00 - \$24.00 per hour

Hours: Year-round part-time position, must be available to work up to 32 hours per week, in person, including weekends, evenings and minor holidays

Duties and Responsibilities include the following:

Conduct tasks as necessary in the absence of the Admissions & Retail Supervisor, including the following:

- Maintain oversight of all frontline visitor experience ticketing operations by coordinating and enforcing operational and personnel policies and procedures daily.
- Assist the Admissions and Retail Supervisor with staff training and staff scheduling and ensure that all Admissions and Retail staff follow museum and planetarium policies and procedures.
- Bring staff performance to the attention of the Admissions and Retail Supervisor, and/or Planetarium Director.
- Assist with ticket and membership sales.
- Utilize museum ticketing system, Altru. Previous experience a plus.
- Provide ongoing training to admissions staff in Altru ticketing systems procedures.
- Responsible for backend Altru procedures and troubleshooting, including creating point of sale buttons and running queries.
- Perform opening and closeout procedures; manage cash control and deposits accurately.
- Ensure Admissions and Retail staff are stocked with necessary supplies and restock, as needed.
- Assist with tracking inventory and stocking gift shop items.

- Assist with ordering café items.
- Keep the planetarium lobby and gift shop clean and tidy.
- Provide daily reminders to staff, including communication regarding special admission, promotions, amenities and membership initiatives that can be offered via the Altru ticketing software.
- Attend and participate in department meetings.
- Set up planetarium lobby with proper lighting, exhibits, video projection systems and sound system for entrance music, when necessary.
- Travel to pick up supplies, when necessary.
- 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 public-facing customer service experience in a sales-oriented environment (Required)
Valid NYS Drivers License (Required)
US work authorization (Required)
BA or BS degree (Required)

Smoking is prohibited on Suffolk County property.

The Vanderbilt Museum and Planetarium is an Equal Opportunity Employer.