



## Position Description

**Job Title:** Box Office Coordinator

**Department:** Guest Relations (Department 73)

**Reports To:** Director of Guest Relations

**FLSA Status:** Full-time. Non-exempt

**Salary:** \$18 per hour, up to 40 hours per week

**Approved By:** Lucy Hale, Christian Greer

**Approved Date:** 12/19/2022

### PITCH

Want to be part of a passionate, highly-collaborative, mission-driven team? The Michigan Science Center (MiSci) is dedicated to putting youth, families, and communities at the center of science in Southeast Michigan and beyond. Be the first point of contact for our guests and lead a team of enthusiastic and dedicated individuals in providing a welcoming, exciting, and inspiring experience.

### DUTIES and RESPONSIBILITIES

The Box Office Coordinator for the Michigan Science Center is charged with providing an exceptional guest experience for every patron while supervising box office operations. This includes learning, mastering and managing our ticketing system, assisting the Group Sales Coordinator with booking visits, and coordinating the box office staff on a daily basis.

The ideal candidate will be able to thrive in a fast-paced environment where attention to detail is vital, will be confident and self-directed when providing excellent customer service, and report guest feedback to management in a timely manner. This is a chance for a motivated individual to help bring science, technology, math, and engineering to life for our community.



## **QUALIFICATIONS**

*The successful candidate must be:*

Able to provide excellent customer service to all members and guests entering the museum by selling tickets, processing groups and pre-reserved guests, and upselling unique Michigan Science Center experiences including theaters, exhibits, membership, and merchandise.

Someone with keen attention to detail who can serve as the eyes and ears of the guest experience and building conditions, and effectively communicate concerns through proper channels. This person will be able to solve problems, and look for answers. They will maintain data confidentiality in compliance with legal requirements and Mi-Sci standards of excellence. Proficiency in data entry and database management is a plus, as the Box Office Coordinator will oversee the point of entry for a variety of customer data points.

A responsible leader who can ensure the museum is ready for guests by keeping the Box Office and museum entrance areas orderly and secure. The Box Office Coordinator must be able to make decisions that will provide guests with the best possible experience while on site, and “manage up” when appropriate. This person will facilitate the training of new guest relations employees and maintain a guidebook of standard operating procedures (SOP) for the Box Office and routinely review SOP ‘s with staff ensuring that everyone is on track with procedural expectations.

An experienced customer service professional able to prioritize ticket sales, group entry, and support special events and visits including birthday parties, rentals, and field trips. This person will be responsible for opening and closing cash registers in accordance with strict cash handling procedures, ensuring that cash stations have accurate change, and will take the lead on opening and closing procedures, including providing attendance and revenue reports to management.

A collaborative and team focused individual who is ready to support additional guest experience locations including membership fulfillment, theater operations, store sales, group reservations, and call center operations as needed. They will become knowledgeable about the museum and its internal and external public products and services.

Someone who is mission driven and takes pride in being a part of the Michigan Science Center team. They will be able to direct guests throughout the museum and help with upkeep of museum floor and store appearances during the day, promptly and effectively deal with guest requests and complaints, escalating to managers as necessary.

Able to speak and write clearly in English; communicate professionally in person, over the phone, and by email. Must be able to work a flexible full-time schedule including weekdays, weekends and



occasional evening hours. Must **not** have legal restrictions on working with children and must be at least 18 years of age.

#### **EXPERIENCE**

2 or more years of experience in a face-to-face customer service setting  
2-3 years computer, cash handling, and credit card processing  
1-2 years box office and ticketing experience

#### **EDUCATION**

High school diploma or GED completion

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

None required

#### **PHYSICAL DEMANDS**

Move throughout large Science Center between multiple floors, lift and move  $\leq 25$  lbs. from time to time and either stand at a counter or sit at a desk for the entirety of a 4-10 hour shift, with occasional kneeling, bending, twisting; use computers, tablets, scanners, radios, and telephones with headsets for whole shifts. Speak to large groups, greet guests in our theaters and start shows. Be able to remain in any of our theaters for the length of a show (30-45 minutes) and operate technical equipment with training.

#### **WORK ENVIRONMENT**

Primarily works in a Box Office environment onsite with a Tuesday-Saturday work schedule. Most days require an 8:30 a.m. to 4:30 p.m. schedule, though some evening hours for special events may be required. Occasionally expected to fulfill duties in areas of responsibility, including the IMAX Giant Dome Theater, Toyota Engineering Theater, and Science Hall special exhibition gallery. Will also be expected to attend regular meetings with the leadership teams, occasionally utilizing remote meeting software from the back office.

#### **DUTIES**

This job description describes the general nature, hours, expectations, and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned by the job. The employee may be required to perform other job-related duties as requested by the supervisor or senior management. Requirements are subject to change over time and may possibly be modified to reasonably accommodate changing institutional needs and individuals with a disability. At all times, employees are expected to help our guests discover the highlights of the Science Center and Midtown cultural campus, be curious about our



offerings, and have positive experiences that are new and exciting. Creativity is valued, and reliability is prized. We are a guest- and visitor-focused business and represent a welcoming, tolerant, and fun learning environment.

### **EEO**

Michigan Science Center is committed to building a culturally diverse staff and strongly encourages applications from women and racially underrepresented candidates. It is the policy of Michigan Science Center to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. Persons who do not meet all listed criteria but who feel that their knowledge, skills, and experience make them well-qualified candidates are encouraged to apply.