

## Full Time Retail Operations and Box Office Assistant Manager

### Essential Duties and Responsibilities

- Have a friendly and outgoing personality that can work well with the public, staff, and other departments.
- Work closely with Box Office Manager and Retail Operations Manager to communicate any problems or concerns.
- Capable of performing all the duties of Box Office Associates, Presenters and Retail Associates, as well as communicate to them about what tasks need to be done and supervise staff in a constructive manner.
- Acquire a proficiency in the operation of the ticketing system.
- Acquire a proficiency in cash handling to maintain an acceptable level of cash balancing.
- Acquire a proficiency in inventory control procedures.
- Have good telephone skills and able to assist customer in all venues
- Work with the theaters to ensure accuracy of public programming for the day.
- Provide quality Hall of Space tours for patrons as needed.
- Understand the importance of keeping the venues stocked, clean, faced properly and able to perform these tasks without direction.
- Make sure all venues and equipment are kept clean and running properly, if repairs are needed notify the responsible manager.
- Proficient in business math; counting change, calculating tax and discounts. Able to count merchandise accurately and record quantities received correctly on the receiving worksheet.
- Help foster a positive and professional environment that enriches the workplace, both within its departments and throughout the building. This position, and the staff members that report to it, are expected to perform professionally, and work closely with all departments as needed or requested.
- Assist Retail Operations Manager in the following
  - Gift Store
    - Outstanding customer service.
    - Assist with annual physical inventory
    - Staff training
    - Maintaining online store
    - Ensure loss prevention practices are in place
  - Food Services
    - Focus on quality product and customer service.
    - Assist with monthly physical inventory
    - Staff training
    - Ensure food safety practices are followed
- Assist Box Office Manager in the following:
  - Reviewing and revising front desk procedures and adjusting the operating manuals as necessary.
  - Filing of all required paperwork
  - School and public group operations
  - Facility rentals and groups sales.
  - Enter data into ticketing system
  - Change all movie posters, clings, 1/2 sheets, & TV screens (on Mondays) for the new week.
  - Have a working knowledge of the alarm and fire systems as well as all-weather notifications for the building
- Other duties as assigned

### Work Requirements

- Schedule: Monday – Sunday (40 hours per week)
- Physical mobility: sitting, standing, walking, lifting/carrying objects up to 30 lbs., manual dexterity to operate keyboard.
- Mental effort: working on computer during time spent on the job, reading, writing, analyzing, visualizing.

- Sensory requirement: ability to communicate and respond both in person and over the telephone to the general public, ability to communicate and respond to staff.
- Able to work under stress
- Excellent attendance required
- Background check as it relates to job duties

**Cosmosphere is an equal opportunity employer  
Must be available weekdays and weekends.**

**Send references and resume to [hr@cosmo.org](mailto:hr@cosmo.org).**