



MANAGER OF ADMISSION SALES - FT

POSITION SUMMARY:

The Witte Museum, a history and science museum along the San Antonio River, has a dynamic team and community based environment. The Witte Museum has 500,000 annual visitors and is a family focused museum.

The Manager of Admission Sales is responsible for managing the Witte Museum Admissions Desk, supervising general job performance of the cashier team and meeting admission revenue goals. The Manager of Admission Sales is responsible for effectively communicating reservation information with the multiple Witte Teams. The Manager of Admission Sales works closely with other museum teams to exceed visitor experience expectations. The Manager of Admission Sales is proficient in Tessitura CRM and is a “Power User” able to customize the system to support the Witte Museum’s daily operation. The Manager of Admission Sales reports to the Director of Visitor Engagement.

RESPONSIBILITIES:

- Performs Admission Cashier duties including processing ticket sales, successfully promoting Special Exhibits, programs, and memberships
- Completes the sale of prebooked group admissions during regular operating hours and for special programs and events.
- Conveys information about museum exhibitions, programs, and events to the guests by utilizing the information files as notices/changes are posted
- Assists both external (guests) and internal (staff) customers
- Supervises written and verbal communication with visitors, ensuring service standards are met and ticket sales are processed correctly
- As the Tessitura “Power User” for the Admissions Team, the manager programs the system to serve visitor needs and effectively meet revenue goals
- Create custom reports in Tessitura using T-STATS and queries to support business analysis
- Creates, maintains and reports survey data in Quick Tap Survey software annually and as needed
- Ensure electronic and paper filing systems are maintained
- Responsible for training Admissions staff
- Supervises cash handling practices at the Admissions Desk
- Meets work standards by following procedures and service standards
- Allocates daily tasks to Admissions team
- Other duties as assigned

EDUCATION:

- Required: Bachelor’s Degree

EXPERIENCE AND SKILLS:

- Must have general sales and cash handling experience with a successful track record of achieving revenue goals
- Minimum of two years of general sales experience with a POS system (Ticketing System/ Tessitura preferred)
- Must be able to work independently and as a team member
- Must have guest service experience
- Must be energetic, enthusiastic, results oriented
- Must have experience with Microsoft Office Software including Outlook, Word, Excel and PowerPoint
- Ability to manage multiple tasks, be flexible and prioritize deadlines
- Excellent verbal and written communication skills
- Prefer: bi-lingual (English/Spanish)

PHYSICAL REQUIREMENTS:

- Must be in good physical condition, able to move moderately heavy objects (35lbs.), bend, stoop, walk, climb stairs, stand, and sit for extended periods of time
- Must be able to work a flexible schedule including evenings, weekends, and holidays

The Witte Museum is an equal opportunity employer.

Closing date: Until Filled

Résumé may be emailed to: humanresources@wittemuseum.org