



HONOLULU MUSEUM OF ART JOB DESCRIPTION

Job Title:	Lead, Membership & Ticketing
Department:	Visitor Services
Supervisor:	Associate Director, Visitor Services
Employment Status:	Full-Time
FLSA Status:	Non-Exempt
Work Hours:	Tuesday - Saturday 9am - 6pm
Issue/Reissue Date	03/15//2021

Job Summary:

Under the supervision of the Associate Director, Visitor Services, the Lead, Membership & Ticketing is responsible for overseeing all customer facing ticketing and membership interface, including management of the Shangri La Tour program.

Minimum Qualifications:

- College degree with a minimum of five years of related experience or equivalent combination of experience or knowledge in visitor engagement and membership experience.
- Supervisory experience, including training and evaluation of staff and volunteers.
- Excellent interpersonal, organizational, customer service, problem solving, and written and verbal skills.
- Exceptional communicator—excellent listening skills and ability to explain complex information in a simple and concise manner
- Proficiency in Microsoft Office suite and working knowledge of Tessitura, Raiser’s Edge, or other Customer Relations Management (CRM) or ticketing software.
- Ability to deal confidently with emergency situations.
- The traits of honesty, integrity, enthusiasm, and perspective; a very strong work ethic, supported by commitment and follow-through. Possess sound judgement.

Desired Qualifications:

- Interest in and experience with software and other technology for process improvement in ticketing and membership.
- Fluent in Japanese.
- Strong project and people management skills, including demonstrated ability to think independently, work under pressure, prioritize and delegate effectively to successfully meet deadlines and operate within budget guidelines.
- Maturity, good judgment and keen analytical and business strategy skills; ability to think critically, make decisions, and justify recommendations and results based on data and analysis.
- Ability to apply mathematical concepts to assist with the preparation and administration of project budgets or other related business and/or financial reports.

Essential Duties:

- Works collaboratively with front line Visitor Services, Development, and IT staff to ensure the timely and accurate handling, processing, acknowledgement, reporting and training on all admission, tour, events, art class, and membership sales handled by Visitor Services staff.
- Manages coordination with contracted transportation services; ensures that bus is ready and available for transportation to and from Shangri La. Resolves any problems or visitor concerns with the transportation.
- Solves problems efficiently while keeping the needs of the visitor and the policies of the museum and Shangri La in mind. Refers complicated or acute problems, if unable to solve, to Security or Associate Director, Visitor Services as necessary.
- Works collaboratively with the Development department staff to ensure the timely and accurate handling, processing, acknowledgement, reporting and training of Visitor Services staff of all membership and individual gifts handled by Visitor Services staff.

- Synthesize admission, tour sales and attendance data into comprehensive reports for senior management on a regular and timely basis.
- Plays a front line leadership role during museum events; troubleshoots membership questions as they arise, confidently communicates individual giving opportunities to visitors as appropriate, and recommends changes to the front line setup as needed.
- Serves as Ticketing lead in Tessitura Power User Group, collaborating on institution-wide best practice policies and procedures and staff training sessions.
- Serves as supervisor for membership and ticketing staff.
- Answers telephone, e-mail, voicemail and walk-in inquiries regarding Shangri La tours. Books reservations, answers questions, and assists in making special needs arrangements when necessary. Returns all calls and e-mails promptly and courteously.
- Greets and checks visitors in for tours in a courteous, pleasant and professional manner.
- Provide coverage at the front desk as needed.
- Other relevant duties as assigned.

Traits and characteristics:

- Exhibits a polished presence, diplomacy, discretion, and a deep respect and understanding of the local community served by the Museum and of the Museum's vision, mission, and values.
- Ability to interface positively with high-level donors, sponsors and stakeholders.
- Possesses good judgment and is able to handle confidential information with discretion.
- Responds calmly when problems occur and creatively seeks solutions.

Working Conditions and Atmosphere:

The Lead Visitor Services Associate works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Regular office hours are required. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, reproductive health decisions, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.