

BIRMINGHAM CIVIL RIGHTS INSTITUTE
JOB DESCRIPTION
(Updated August 2023)

JOB TITLE: TICKET BOOTH ATTENDANT

REPORTS TO: Operations Manager

JOB SUMMARY: Responsible for greeting visitors to the Birmingham Civil Rights Institute and accepting payments for admission tickets, memberships, and merchandise sales.

QUALIFICATIONS: The successful candidate will have a good understanding of customer service and be capable of conducting sales transactions using necessary equipment and software. This person should demonstrate the ability to communicate effectively with individuals and groups from diverse backgrounds; flexibility and adaptability; the ability to remain effective and gracious in high pressure situations; an ability to communicate and work effectively in a team environment; and demonstrate an affinity and appreciation for the mission and values of the Birmingham Civil Rights Institute. High school diploma or equivalent required; customer service experience preferred.

PAY RATE: \$12.50/hr

RESPONSIBILITIES:

- Greet and provide directions to individual visitors and groups and collect admission payments (or donations).
- Assist tour groups with check-in and preparation for tour, including directing bus drivers to parking.
- Process cash, debit and credit card payments and balance daily receipts.
- Deliver cash and receipts to designated drop off locations, Operations Manager (or designated security officer).
- Maintain daily attendance data and provide reports as requested.
- Assist with attendance data collection and analysis.
- Answer telephone inquiries providing current and accurate information about operating hours, admission fees, current tour policy, and upcoming exhibitions, events and special programs.
- Work as part of visitor services team, coordinating with security and Gallery Experience Managers (and greeters) to accommodate guests.
- Assist in Gift Store as needed.
- Available work schedule (assigned by supervisor) - Tuesdays – Saturdays – 9:45 am – 3:30 pm (20 hours per week

This position description should not be considered as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbent may be requested to perform job related responsibilities and tasks other than those stated in this description.