



POSITION DATA

JOB TITLE: Assistant Sales Manager
DEPARTMENT: External Affairs
REPORTS TO: Director of Sales
JOB CLASSIFICATION: Exempt
DATE: January 2022

POSITION OVERVIEW

Manage the day-to-day responsibilities of the sales team's operations and workflow. Oversee the allocation of tasks amongst the sales team. Work with the Director of Sales to identify department specific annual revenue goals and individual sales goals to meet or exceed annual forecasts. Manage school, group, and tour and travel reseller sales distribution and related operations to ensure they all receive an efficient and quality experience in planning and arranging visits to the 9/11 Memorial & Museum.

ESSENTIAL FUNCTIONS

- Manage strategic partner's accounts.
- Routinely review partner's platforms for accuracy of the listing.
- Work with third party ticket resellers including monthly reporting, invoicing, and customer service inquiries.
- Work with the Director of Sales to develop strategies and tactics to attract sales from local schools, tour operators, and self-organized group segments to achieve increased sales revenue and attendance.
- Identify trends, emerging markets, and market shifts to improve current sales plan of action.
- Attend weekly meetings with the sales staff to discuss progress of goals, objectives, and challenges.
- Meeting planned sales goals.
- Assist the Director of Sales in hiring sales staff.
- Assist and share feedback on workflow inefficiencies.
- Manage and assist the sales team with responses to escalated patron's complaints regarding any sales related issues.
- Develop and execute reporting distributed to internal (Visitor Services, Security) and external (Department of Transportation) groups.
- Maintain professional and technical knowledge by attending industry webinars and educational workshops.
- Attend local trade shows and networking events.

OTHER RESPONSIBILITIES

- Attend meetings as requested.
- Attend networking events and local trade shows when necessary.
- Handle a large variety of complex tasks and prioritize workflow in a fast-paced office environment.

VOLUNTEER REQUIREMENT

- Participate in the Annual 5K Fundraiser and September 11th Commemoration.
- Assist with other special projects and events in support of the 9/11 Memorial & Museum mission, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT

- Position requires at least a Bachelor's degree.
- A minimum of five years' experience in the development and administration of group tickets sales plans in a high-volume environment, similar to a museum, theme park, attraction, point of destination, or related public service/education venue.
- Experience in the development and administration of operating budgets and policies in a museum/performing arts environment.
- A good working knowledge of Microsoft Word and Excel.
- Experience with Gateway ticketing systems is beneficial.
- Customer service experience at the mid- or senior management level.
- Project management experience would be beneficial.
- Ability to recognize the importance of responsibility, authority, and accountability.
- A willingness to work non-traditional hours, think independently, take initiative, and meet deadlines.
- Strong written and oral communication and mathematical skills, excellent attention to detail, exceedingly well-organized, conflict resolution ability, leadership, team-building and motivational skills, and a professional and flexible manner.
- Ability to interact well with a wide range of people and personalities of all levels within and outside the Memorial & Museum.
- Must adhere to a policy of strict confidentiality in terms of information regarding 9/11 victims, bid documents, security and life safety incidents, and labor relations.

HOW TO APPLY

- Include position you are seeking in the email subject field.
- State the location where job posting was seen.
- Send resume and cover letter to 911mmtsjobs@911memorial.org.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environments are an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms, an indoor, climate-controlled Museum environment, and a box office space. There are no protective devices to be worn or utilized in the indoor work environments. Minimal travel is required.

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive.
 - Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
 - The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.
 - This document is a communication tool and not intended as a written or implied contract of employment.