Associate Director of Admissions

POSITION OVERVIEW
The Associate Director of Admissions will perform duties to further awareness and increase attendance, while maintaining efficient operations and excellent visitor experience of & for the Memorial and Museum.

The Associate Director of Admissions will help to ensure a positive reputation for the organization. The Associate Director of Admissions will oversee the staff within the Admissions division (within the Operations Department) as well as liaise with Operations Senior Staff, the Revenue & Business Analytics team, Government & Community Affairs team, CTO/IT department, and CFO/finance department.

The Associate Director of Admissions will plan, design, and implement strategic Museum ticketing distribution plans while carrying out initiatives related to promotion, sales & revenue generation for the Memorial & Museum.

ESSENTIAL FUNCTIONS
- Responsible for overseeing the successful performance of three major ticketing operations including Ticket Window sales and upsells, ticketing kiosks, and free Tuesday ticketing as well as the execution of the multi-million dollar CityPASS and New York Pass programs.
- Develop, monitor, and improve ticketing & customer service policies and procedures; implement tactics which will measure the effectiveness of these policies and help understand where changes need to be made to assure the best overall visitor/client experience.
- Determine ticket allocation and distribution strategies to maintain acceptable occupancy levels, ensure a qualitative visitor experience, and to create demand in off-peak time slots (transfer attendance).
- Work with Admissions Manager(s) to improve ticket window operations including queuing, transaction time, and staff scripts.
- Liaise with interdepartmental teams on non-admissions ticketing needs including Membership, Education and Public Programming events.
- Build, manage and track division budget.
- Attend meetings as requested to speak on behalf of Admissions division and/or Operations Department.
- Collaborate with finance and external auditors on cash management procedures.
- Oversee the hiring, training, scheduling and daily performance of Admissions management staff, ensuring that they are fully trained in, and are continually demonstrating, proper handling of customer service issues (including sensitive cases), as well as up-to-date 9/11 Memorial & Museum ticketing and customer service policies.
- Manage front and back-end aspects of point of sale and kiosk ticketing systems.
• Establish and execute a broad system of performance metrics and reporting products in order to track key performance targets.

OTHER RESPONSIBILITIES
• Perform functions of Admissions Manager as needed.
• Attend meetings as requested.
• Handle a large variety of complex tasks and prioritize workflow in a fast-paced office environment.

QUALIFICATIONS/SKILLS REQUIREMENT
• Position requires at least a Bachelor’s degree.
• A minimum of five years’ management experience at an attraction, point of destination, or public venue.
• Customer service experience at the mid- or senior-management level.
• Project management experience.
• 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 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 9/11 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.

GENERAL INFORMATION:
• This is a full-time position.
• We offer a competitive salary and full benefits package.

HOW TO APPLY:
• Include job title in the email subject field.
• Please state the location where job posting was seen.
• Please submit a resume and cover letter, which must include your salary requirements, to careers@911memorial.org by 08/29/2017.
• Please visit our website at www.911Memorial.org.

*The National September 11 Memorial & Museum at the World Trade Center Foundation, Inc. is committed to workforce diversity. EEO.*