



Ticket Sales Assistant – Part-Time

The National Center for Civil and Human Rights (The Center) is a museum and cultural organization that inspires the changemaker in each of us. Founded in 2014, NCCHR connects the US civil rights movement to global human rights movements around the world today. Our immersive and empathy-building experiences highlight people who have worked to protect rights and model how individuals create positive change. To learn more, visit our website civilandhumanrights.org.

The Center is currently seeking mission-driven, customer-focused individuals to fill part-time roles with our Admissions Ticket Sales team.

Position Summary

The Part-time Ticket Sales Assistant at the National Center for Civil and Human Rights will serve as the first point of contact for many visitors and will need to possess exemplary customer service skills, exceptional computer knowledge, and extraordinary integrity. The Part-time Ticket Sales Assistants report directly to the Director of Admissions and Group Sales with liaison to the Ticket Sales Lead.

Key Responsibilities:

- Selling event tickets and memberships through the Altru ticketing system.
- Upselling visitors to becoming members, including using sales tactics and incentives.
- Handling payments, including cash, credit and debit cards.
- Opening and closing procedures for the Ticket Office, including cash balancing, running daily sales reports, and printing tickets.
- Effectively communicating with other personnel via walkie-talkie.
- Recognizing, troubleshooting and handling customer service issues with efficiency, politeness and decency.
- Other reporting and duties as deemed necessary by management.

Qualifications:

- Must be a high school graduate or have GED certificate.
- A strong desire to deliver outstanding customer service and engage with the general public.
- Bilingual in English and another language a plus; fluent Spanish in particular demand.
- Experience in cash handling, and data entry.
- Experience with CRM database, ticketing system, and/or online sales applications preferred.
- Basic computer proficiency, particularly with Microsoft Office applications and other web-based applications.
- Must be available to work weekends on a regular basis and some holidays.

Application Instructions: Email cover letter and resume to careers@civilandhumanrights.org. Include job title in the email subject field.