



## ATTRACTIONS SERVICES STAFF POSITION OPENING

The Air Force Museum Foundation seeks part-time Attractions Services Staff members.

### **Introduction**

The Air Force Museum Foundation (AFMF) is a 501c3 corporation that raises philanthropic support to assist in the development and expansion of the facilities of the National Museum of the U.S. Air Force™ (NMUSAF), and provides annual funding to the Museum for special projects, exhibits, museum programs and special events, volunteer support, and promotional efforts. The NMUSAF is the world's oldest and largest military aviation museum. The main museum complex, comprised of 1,000,000 square feet under roof, is open to the public.

The AFMF was founded in 1960. The AFMF mission is to raise funds and awareness in support of the National Museum of the United States Air Force mission. To date the AFMF has raised philanthropic support from donors to fund 94% of all capital construction costs for the main museum complex.

### **Position Description**

The purpose of this position is to facilitate the sale of Attractions tickets, to provide friendly, quality service and support to guests as they enter and exit the attractions, and to aid with the safety of guests during their attractions experience. The Air Force Museum Foundation, Inc. is a non-profit, tax-exempt organization incorporated in the State of Ohio. This position works under the general supervision of the Director, Attractions and Manager, Attractions. This position is non-supervisory, part-time, hourly, non-exempt.

### **Responsibilities**

#### **Customer Service**

- Be pleasant and courteous to all guests.
- Greet guests as they enter the area and provide guidance/direction as appropriate.
- Understand the operation and procedures of the Attractions and general operation of the National Museum of the United States Air Force to respond to basic inquiries.
- Understand and execute all emergency procedures as outlined in Museum and Attractions Operating Instructions to support a safe and secure environment for guests.

#### **Attractions Ticketing**

- Initiate and complete sales transactions in a manner consistent with Attractions Operating Instructions.





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- Operate ticket system efficiently and make change accurately. Incumbent is fully accountable for balance between funds on hand and ticket sales.
- Prepare charge vouchers in accordance with instructions, secure necessary signatures, and retain charge slips in a secure manner.
- Dispense tickets in accordance with instructions.
- Remain responsible for the integrity and control of all funds entrusted to his/her care.
- Must be aware of and able to carry out Anti-Robbery Procedures in accordance with Air Force Regulations.

### **Theatre Operations**

- Open/close lobby Theatre doors at the proper time.
- When special requirement guests are present, provide necessary assistance when entering/exiting Theatre (to include elevator operation when necessary).
- Collect ticket stubs and audit ticket count with ticketing system.
- Interface with guests in holding area by providing information/support as required.
- Greet guests as they enter the Theatre during loading; direct guests to available seats.
- Allow absolutely no late seating without supervisory approval.
- Give opening speech and ensure film starts promptly before returning to lobby.
- During the presentation remain alert for guests who may need assistance (i.e., departing the Theatre; feet on the seats; noisy or disruptive areas in the audience, etc.).
- Give exit speech to direct visitors on exiting the Theatre.
- Between shows, prepare Theatre for next show by performing minor maintenance, clean-up etc. as required.

### **Simulator Operations**

- Complete daily opening procedures including daily check sheet plus thorough cleaning of all equipment, inside and out.
- Load guests into ride, provide safety instructions, and start show.
- Monitor ride as the program is presented for quality and safety.
- Complete all closing procedures on the equipment.
- Remain at the ride until supervisor collects monies at the end of the day.
- Assist in routine and preventative maintenance as required.
- Maintain tools and supply inventory.
- Fill out daily logs.
- Must notify supervisors and tech leads of any changes in equipment status.

### **Temporary Exhibits**

- Complete daily opening procedures including daily check sheet plus thorough cleaning of all equipment, inside and out.
- Initiate and complete sales transactions in a manner consistent with Attractions Operating Instructions.



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- Interface with guests in holding area by providing information/support as required.
- Assist in routine and preventative maintenance as required.
- Maintain tools and supply inventory.
- Fill out daily logs.
- Must notify supervisors and tech leads of any changes in equipment status.

### **Dog Tags**

- Initiate and complete sales transactions in a manner consistent with Dog Tag operations.
- Double check form with customer, make dog tags and package them for pick-up.
- Dispense completed tags to customers.
- Remain responsible for the integrity and control of all funds entrusted to his/her care.
- Complete closing procedures on the equipment.
- Wait until supervisor collects money at the end of day and releases him/her to go home.

### **Projection**

- Complete daily opening procedures including daily check sheet plus thorough cleaning of all equipment, inside and out.
- Monitor projector, and related equipment as the programs are presented.
- Monitor theatre attendees when usher is not present.
- Monitor the quality of projected images and sound reproduction, and make necessary adjustments.
- Understand and execute all emergency procedures and instructions to assure a safe and secure environment for Theatre guests.
- Monitor the Theatre upkeep and take necessary action to correct any areas that need attention.
- Assist in routine and preventative maintenance as required.
- Track and log all maintenance and communication relevant to projection system.
- Monitor and maintain theatre area.
- Notify supervisors of changes in equipment or facility condition.
- Maintain tools and supply inventory.

### **Other Duties**

- Ensure workstation is clean and neat at all times, including equipment, counters, floor, etc.
- Maintain sales merchandise in an orderly fashion and complete merchandise sales properly.
- Make/process reservations and/or group sales as required.
- Work in support of special activities/events.
- Other duties as directed.

### **Qualifications**

- Approachable and outgoing demeanor
- Excellent verbal communication skills





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- Honest and reliable
- Customer-focused; service-oriented
- Team player
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check, as a condition of employment.
- Candidates must be 18 years of age or older to work for the Air Force Museum Foundation.
- The National Museum of the USAF is open seven (7) days a week from 9:00 am – 5:00 pm. Candidate must be able to work to meet those needs. Evening hours may be required to support special activities/events.
- The Air Force Museum Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.
- This is a non-DoD position with a private organization and does not require military service (including commission and enlistment).

### **Compensation**

- **Pay Rate:** \$15.00/hour
- **Benefits:** Employee Assistance Program and 401K Plan with employer match of 100% up to 5% of employee salary

### **AFMF Vision**

Honoring every Airmen's story with a permanent home to inspire future generations.

### **AFMF Mission**

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

### **AFMF Core Values**

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

- Passion – Performing our roles with purpose, pride, and a positive attitude
- Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment





## AIR FORCE MUSEUM FOUNDATION, INC.

- Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures
- Respect – Committed to an inclusive and collaborative work environment

### **Contact Us**

To apply for this position, please email Ms. Sarah Shatzkin at [hire@afmuseum.com](mailto:hire@afmuseum.com) with your resume or application, and any other relevant information (cover letter, references, etc.).

