



# AIR FORCE MUSEUM FOUNDATION, INC.

## VISITOR SERVICES ADMINISTRATIVE ASSISTANT POSITION OPENING

The Air Force Museum Foundation seeks a full-time Visitor Services Administrative Assistant.

### **Introduction**

The Air Force Museum Foundation (AFMF) was chartered in 1960 as a philanthropic corporation with the purpose of supporting the National Museum of the United States Air Force (NMUSAF).

The Foundation works to raise funds and awareness in support of the Museum's mission - to inform and educate the public on the important role of the U.S. Air Force in the nation's defense. To date, the Foundation has raised nearly \$100M from donors to fund the capital construction costs for the world's largest military aviation museum. In addition, donors help to restore aircraft, educate the public, install new exhibits, hold special events, support volunteers, and maintain a world-class collection.

### **Position Description**

The Visitor Services Administrative Assistant is responsible for performing administrative and sales duties in support of the Visitor Services Operations' business lines.

The Visitor Services Administrative Assistant reports to the Director, Visitor Services. The incumbent must independently perform routine duties, working in such a manner that is within Foundation and Museum operating instructions. Incumbent responds to Manager, Visitor Services, in support of day-to-day operations. This position is non-supervisory, full-time, hourly, and non-exempt.

### **Duties and Responsibilities**

The Visitor Services Administrative Assistant will have the following areas of responsibility:

#### **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. Refer specific inquiries to the necessary entity or the Museum information desk.





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- Maintain customer experience through team member interaction, operational standards, housekeeping and presentation.

### **Inventory**

- Responsible for maintaining/ordering all inventory required to operate every Visitor Services department location.
- Works with Manager, Visitor Services to manage changes in par levels, loss/waste and new items.
- Responsible for maintaining all necessary products needed for day-to-day operation to include but not limited to: receipt paper, bulbs, tickets, paper, printer ink, etc.

### **Administrative**

- Receive incoming phone calls and visitors; refer them to appropriate person and/or answer inquiries based upon personal knowledge of operations.
- Maintain the department's operating filing system, forms, supplies and serve as information source for Director, Visitor Services.
- Process group/reservation information through all required systems, to include CenterEdge, CenterEdge: Groups, Outlook, Tripleseat, and others.
- Handle correspondence such as but not limited to: confirmations, group inquiries, invoicing, financial record keeping and internal communications.
- Manage accounts receivable including invoice preparation and follow-up on delinquent accounts.
- Prepare accounts payable invoices for processing/signature.
- Assist Director, Visitor Services with presentations to include but not limited to PowerPoint slides, preparation of supplementary materials, coordination of meeting invitations and conference room reservations.
- Update department phone messages as needed.

### **Marketing/Social Media/Group Sales**

- Maintain Visitor Services Outlook Calendar with reservations managed by the Department.
- Maintain databases to include but not limited to: Schools, Scout Troops, Bands, Convention Bureaus, Base Organizations, reunion groups, and business groups.
- Prepare and distribute marketing pieces to potential visitors, groups and other inquiries both online and hardcopy.
- Research groups planning future trips to the area; work with the Director, Visitor Services to increase group sales.





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- Work with the Director, Visitor Services on future marketing efforts and cross-promotions, internally and with partners.
- Process donation requests and maintain files on all donations and follow-up on redemption per Gift Policy requirements.

### **Operations**

- Maintain sufficient knowledge of the duties and responsibilities to provide assist or handle day-to-day operation if needed.
- Process and follow through on reservation requests, in cooperation with the Manager, Visitor Services.

### **Other Duties**

- Assure the cleanliness of the ride, ticket area, and storage room.
- Work in support of special activities/events.
- Other duties as required.

### **Qualifications**

- Computer literate; proficient with Microsoft Office suite.
- Strong organizational skills; ability to manage multiple projects simultaneously.
- Demonstrated attention to detail.
- Strong interpersonal and written and oral communication skills.
- Customer-focused; service-oriented.
- Flexibility, enthusiasm, and professionalism to work effectively with military leaders, corporate and community leaders, Foundation Board members, and Museum/Foundation diverse constituents.
- Self-motivated with the ability to exercise considerable independence in the performance of day-to-day duties.

### **Minimum Education and Experience Requirements**

- 2+ years administrative experience/experience in visitor services preferred.

### **Physical and Environmental Requirements**

- Frequent bending, kneeling, and lifting up to 50 lbs.
- Frequent standing, walking and reaching around the theater.
- Noise level may be moderate to high at times.
- Be able to work in a standing position for extended periods of time.





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## **Job Location:**

- Dayton, OH (on-site at the National Museum of the USAF).

## **Compensation**

- **Pay Rate:** \$20.96/hour.
- **Benefits:** Health Insurance, Dental Insurance, Vision Insurance, Short-term Disability Insurance, Life Insurance, Employee Assistance Program, Paid Time Off (PTO) Leave, paid federal holidays, 401K Plan with employer match of 100% up to 5% of employee salary.

## **Other Significant Facts**

- The Visitor Service Administrative Assistant's scheduled hours are generally Monday-Friday. Incumbent's acceptance of employment carries with it a commitment to work as directed and/or scheduled by the Air Force Museum Foundation. Occasional evening and weekend hours will be required to support special activities and events. The National Museum of the United States Air Force is open seven days a week.
- 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.
- The Air Force Museum Foundation is an equal opportunity employer and does not discriminate on the basis of any characteristic protected by law.
- This is a non-DoD position with a private organization and does not require military service (including commission and enlistment).

## **AFMF Vision:**

To educate, inspire, and connect the world to Air and Space.

## **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.





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Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures.

Respect – Committed to an inclusive and collaborative work environment.

### **Interested applicants should submit applications to:**

The Air Force Museum Foundation, Inc.

[hiring@afmuseum.com](mailto:hiring@afmuseum.com)

Please include your resume and cover letter as email attachments.

Please include your first and last name in the titles of these attachments.

