



Alaska Wildlife Conservation Center

Admissions Manager

Position : Admissions Manager

Status : Full-time, Part-time, Seasonal

Reports To : Director of Operations

FLSA Status: Non-Exempt

The Guest Service team is lead by the Admissions & Retail Managers. Their staff handles our guests' first interaction with AWCC. It is imperative that interaction is positive as it sets the tone for the rest of their experience. AWCC visitors include independent travelers, cruise ship passengers, private tours, event hosts, and school and volunteer groups. Each guest should be welcomed and acknowledged with courteous and professional customer service and with an awareness for the reason for their visit. With a combination of a passion for the job and communication with other departments, you can make our guests experience more than memorable. An Admissions Manager should have a positive, professional, and upbeat personality with a desire to coach their staff on how to deliver outstanding customer service throughout every encounter. We are looking for a dependable, cheerful team player. Our Admissions Manager position is one where responsibilities and duties can change day-to-day, so multi-tasking and adapting to change are critical. Ideal candidates would arrive on time for scheduled shifts, organize the team for the days operations, manage currency deposits, fulfill online memberships and retail orders, assist in gift shop, and support other departments if necessary. All candidates are cross-trained between AWCC's ticket booth and gift shop.

RESPONSIBILITIES

- Supervises the activities of subordinates.
- Coordinates the ticket office personnel matters such as classification, recruiting and new hire actions, interviewing and selecting new staff, resolving employee grievances and ensuring compliance with applicable policies.
- Coordinates advance ticket and gate sales for activities and events, consulting with marketing on promotional activities.
- Interprets, implements and/or recommends changes to rules, regulations, policies and procedures set forth by the department, coordinates and implements improved changes in policies and procedures affecting the ticket office; assists in updating policy and procedure manual.
- Reconciles ticket sales and cash deposits and prepares reports or financial settlements regarding ticket office activities and events.
- Projects ticket office annual budget and monitors throughout the year, basing some decisions on budget limitations.
- Analyzes and plans for event needs for ticketing staff, equipment, supplies and services and takes appropriate action based on budget limitations.
- Coordinates with outside agencies regarding tickets.
- Participates in annual audit, interacting with auditors.
- Designs and orders blank ticket stock, reprinted ticket stock, ticket envelopes, and/or brochures for activities and events, consulting with marketing/promotions staff.
- Answers inquiries and communicates information regarding upcoming events or new developments within the department
- Evaluates and resolves problems presented by subordinate staff; authorizes exceptions or deviation from policy such as ticket refunds.
- Plans and implements new ticketing procedures and/or revisions to ticketing computer system.
- Compiles reports or financial statements regarding ticket office activities and events.
- Ensures reliability and accuracy of ticketing database.

QUALIFICATIONS

- Excellent communication, guest service and time management skills.
- Able to organize, plan for and manage assigned workload.
- Ability to work effectively in a fast-paced and multi-tasking, guest-oriented environment.
- A team player and a self-starter, yet able to work independently.
- Ability to listen, learn, understand, and follow instructions and directions.
- Must possess positive attitude and respectful attitude.
- Must be able to lift 50 lbs. frequently.
- Available to work varying shifts/hours based on business need, including weekends and holidays.
- Must be able to work outdoors in extreme wind, temperature, rain, and winter conditions.
- Highly proficient sales and cash handling skills.
- Ability to listen, learn, understand, and follow instructions and directions.
- Skill in operating personal computer and prior knowledge of operating a POS system.
- Skill in establishing and maintaining cooperative working relationships with other employees.
- Ability to work directly with the public, providing information and assistance as needed.
- Ability/willingness to learn and pass on to customers those areas of interest to visitors, such as local history, people, culture, geography, etc.
- Must be eligible to work in the United States
- Must have a valid driver's license with an acceptable driving record.
- Must provide proof of Tetanus and Covid-19 Vaccination.

PREFERRED SKILLS

- Three to six months of prior high-volume work.
- Implementation of new operating systems
- Knowledge of computerized ticketing systems.
- Knowledge of supervisory practices and principles.
- Knowledge of ticket office operations and accepted accounting and record keeping practices related to ticket selling.
- Retail Experience
- A basic knowledge of the area and its surroundings
- Bilingual or Multilingual skills ideal, but not required