



# MUSEUM SALES & GUEST RELATIONS ASSISTANT

FLSA Classification: Full-Time, Non-exempt

The Country Music Hall of Fame® and Museum Department of Museum Sales & Guest Relations

*Applications are accepted electronically [HResources@countrymusichalloffame.org](mailto:HResources@countrymusichalloffame.org)*

The Country Music Hall of Fame® and Museum has an opening for a full-time non-exempt Museum Sales & Guest Relations Assistant in the Museum Sales and Guest Relations Department

**Company Overview:** The Country Music Hall of Fame® and Museum seeks to collect, preserve, and interpret the evolving history and traditions of country music. Through exhibits, publications, and educational programs, the museum teaches its diverse audiences about the enduring beauty and cultural importance of country music.

**Job Overview:** The Museum Sales and Guest Relations department is responsible for admission sales for the Museum, Hatch Show Print Tours, Historic RCA Studio B Tours, and other publicly ticketed events or programs. It manages staff that impacts the guest experience, such as but not limited to box office sales, Information Desk, Membership Desk, greeters, tour guides, reservationists and ushers all while providing excellent customer service. Reporting to the Director of the department, this entry-level position will serve in an operational support role for Museum Sales, Reservations, the department director, Studio B, and Guest Relations as needed.

The candidate must possess quality customer service skills while being service minded with a “can do” and positive attitude. Should be incredibly detailed oriented, accurate in their work, a quick learner, and have exemplary organizational skills with the ability to multi-task and work well under time constraints while meeting multiple deadlines. Must be a good communicator and a team player with the instinct to go the extra mile. The ideal candidate will be able to anticipate needs and take initiative to solve problems without a lot of direction.

## **Specific Job Duties:**

- Help establish and maintain efficient business operations within the department.
- Maintains office operations by receiving and distributing communications; maintaining supplies; picking-up and delivering items; serving customers.
- Act as a back-up to analyst position on certain critical reports to support a number of departments and the organization.
- Work with department director on maintaining critical financial report needs.
- Work with the department director on budget preparations.
- Work with department director and Ticketing Support Analyst with organizing and managing business reports and other data-support tools.
- Manage department contract distribution within the department and Accounting.



- Coordinate and manage all PO's for the department, such as filling them out, collecting the appropriate signatures from the director, maintaining reports associated with them and distributing to accounting.
- Work with the Event Coordinators in managing the engineer and security invoices.
- Assist sales area with the design and printing of CD's for Group Recordings and manage inventory of CD's, CD cases and related equipment.
- Manage client lists for sales and marketing communication needs.
- Help greet and coordinate performance groups and scribe for songwriter sessions as needed.
- Create and distribute client promotional coupons.
- Other duties as needed.

**Minimum Qualifications:**

- Bachelor's degree or 2+ years in a similar position and field
- Proficient in Microsoft Office with an emphasis on Excel

**Preferred Qualifications:**

- Tessitura software experience desired

**Essential Competencies (Knowledge, Skills and abilities needed for success in the position):**

- Knowledge of the hospitality and tourism industry is a desirable skill for this position

**Conditions of Employment:**

- Must be willing to learn Tessitura and Event Management Systems (EMS) software.