

Position: Box Office Representative, Visitor Services Dept.

Employment Status: Part Time, Hourly, Non-Exempt, \$12 per hour plus commission opportunities*

*Monthly average commission from membership sales at the box office can range from \$100-\$400 a month (no cap on commission)

Job Summary:

If you enjoy interacting with the public, helping individuals plan an entertaining day, and would like to work with a team of exciting coworkers, the position of Box Office Representative could be your perfect fit.

The Box Office Representative is a dynamic position with various roles that is best suited for individuals with interest in science and history and who are enthusiastic, friendly and reliable.

Box Office Representatives are responsible for greeting and assisting guests. This position is imperative for setting the tone for an enjoyable museum visit. Box Office Representatives facilitate payment transactions and may be staffed as cashiers at the box office or various locations throughout the museum, such as special exhibit entrances, special exhibit gift shops or parking garage.

Scheduling for this position is designed to be flexible, with representatives working one to two days per week, including a Saturday or Sunday. Box Office representatives are also expected to work occasional special event evening shifts.

Essential Duties and Responsibilities:

- Use ticketing system for point-of-sale transactions, membership enrollment/renewal, and basic sales orders
- Communicate differences in membership levels and benefits to guests
- Ability to facilitate cash and/or debit and credit card payment with accuracy for guest transactions
- Provide a welcoming, safe and fun environment for our guests through outstanding service and guest assistance
- Collect payment in the parking garage booth with the ability to facilitate a cash and/or debit and credit card payment with accuracy for guest transactions
- Sell merchandise and point-of-sale ticket upgrades and add-ons at various locations throughout museum via cash and credit card transactions
- Point-of-sale ticket and gift shop sales for special exhibits
- Monitor sales floor and assist guests with product inquiries while also becoming familiar with store merchandise
- Help promote and upsell merchandise in special exhibit gift shop
- Assist in labeling and stocking
- Other duties as assigned
- Must comply with the museum's health and safety protocols

Skills and Experience:

- Cash handling experience a plus
- Bilingual a plus (Spanish/English)
- Great interpersonal and communication skills in order to speak to visitors and colleagues
- Able to adjust to changing workflow from a slow to a fast-paced working environment

- Alert and able to respond quickly in an emergency
- Should have an interest in science, history, education
- Excellent customer service skills
- Relevant volunteer or work experience is preferred
- Proficient in Tessitura ticketing system; training will be provided if needed

Qualifications:

- At least 16 years of age

Working Conditions and Physical Demands:

- Available to work 1-2 days a week, including Saturday or Sunday (8:30 a.m. to 6:00 p.m.)
- Available to occasionally work special event evening shifts and holidays
- Able to be in both stationary and circulating positions throughout shift for long periods of time
- Moderate physical activity required to move laptops, scanners, ticket stock, ticket printers
- Able to operate a desktop computer, mobile computer, scanner or other technical equipment

Perks of Working at HMNS Include:

- Free individual-level HMNS membership
- Free access to museum exhibits, butterfly center, planetarium, giant-screen theatre and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking
- Flexible scheduling
- Predominately daytime hours (some evenings may be required)

Application Instructions:

Submit completed application form and optional resume in one of the following ways:

- Online - www.hmns.org/appform
- Hard Copy - Print www.hmns.org/appformprintable, complete and mail to: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; or drop off in person at the Museum Service desk

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

The Houston Museum of Natural Science is an EEO Employer.

Houston Museum of Natural Science, 5555 Hermann Park Drive, Houston, Texas 77030

11/6/2025