

North Carolina Transportation Museum Foundation

Position Description

POSITION: **Event and Administrative Assistant** CLASS: Full-time

LOCATION: Department – Special Events/Administration Location – Spencer, NC

POSITION REPORTS TO: Director of Administration

SEND RESUME TO: Marcus Neubacher - marcus.neubacher@nctransportationmuseum.org

COMPANY OVERVIEW

The North Carolina Transportation Museum Foundation is a 501(c)3 organized in 1977 to support the North Carolina Transportation Museum, a state-owned and operated agency, located in Spencer, NC. Once a steam locomotive repair facility for Southern Railway, the NCTM is a 60-acre industrial site converted to serve as the state's transportation museum. In its support of the NCTM, the NCTMF undertakes the following programs: 1) operation of an on-site passenger train ride; 2) operation of visitor gift shop; 3) planning of various special events, many of which include rail operations as part of the event offerings; and 4) donor solicitation activities.

PRIMARY PURPOSE OF THE POSITION

The Event and Administrative Assistant works with the leadership team to assist in the execution of special events throughout the year and to support the office operations of the organization. The majority of the special events are family-oriented multi-day fundraising events that draw large crowds. Duties in the execution of the position include but are not limited to setting up daily and special event ticketing needs, providing event attendance and reporting data, handling event-specific details including printed materials, stocking and distribution of event-related supplies, answering telephone, in-person, and email inquiries, taking ticket orders, handling cash and credit card sales, working during special events, and additional administrative duties supporting all departments. Administrative duties include but are not limited to data entry of records, preparation of outreach materials, cash management, preparing supporting documents for purchasing, and similar office support.

MAJOR RESPONSIBILITIES

- Setting up and assisting with event ticketing.
- Providing event attendance reports and customer listings to other departments for marketing and financial purposes.
- Providing excellent customer service to internal and external customers and members.
- Maintaining strong and professional relationships with vendors.
- Responding to inquiries in-person, over the telephone, or via email.
- Processing customer orders over the phone or in person using Point of Sale systems.
- Working as front-line and/or support staff during events.
- Assisting with general office functions such as answering telephone calls, responding to emails, filing, copying, mailing, processing payments, processing purchase orders, etc.

KNOWLEDGE, SKILLS, & QUALIFICATIONS

- Ability to work in a fast-paced, mission driven organization and juggle multiple competing tasks and demands.

- Proficiency in Microsoft Office products (Word, Excel, Outlook, PowerPoint, etc.) and general comfort working with computer and web-based applications including ticketing software, point of sale devices, etc.
- Focus on exceptional service to customers, both internal and external.
- Exceptional communication skills at all levels of the organization.
- Must be a team player willing to contribute to a busy environment with a small staff.
- Strong organization skills.
- Ability to follow instructions and also work independently.
- Demonstrate strong interpersonal skills.
- Must be creative and detail-oriented.
- Must pass a criminal background check prior to employment and periodically as required by company policy.
- Must be familiar with and be able to demonstrate proper cash handling procedures.
- Must be able to properly handle confidential information.
- Will be expected to work on weekends and evenings when specific special events are scheduled, including heavy evening and weekend scheduling in November and December.

PHYSICAL DEMANDS

- Work will include frequent standing, bending, climbing, kneeling and reaching.
- Work will need to be performed both inside and outside, including onboard moving trains.

COMPENSATION/BENEFITS

- Hourly position that is considered non-exempt with overtime pay when authorized to work over 40 hours in a week.
- Competitive pay issued biweekly, with an additional monthly supplement for employee to use toward the purchase of individual health care insurance.
- Paid vacation, holidays, sick/personal days.
- Flexible work schedule to compensate for weekends or holidays worked during special events or other specific assignments.
- Optional SIMPLE IRA plan available