



THE JOHN & MABLE RINGLING
MUSEUM OF ART

STATE ART MUSEUM OF FLORIDA | FLORIDA STATE UNIVERSITY

Admissions Supervisor

- Learn more and apply at <https://bit.ly/AddSup23>.

Department

The John & Mable Ringling Museum of Art is located in Sarasota, Florida, and is a department of [Florida State University](https://www.floridastate.edu/). Learn more about The Ringling at <https://www.ringling.org/about-ringling/careers/>.

Responsibilities

This position assists the Admissions Manager with training, scheduling, and interviewing part-time Admissions staff. This position also oversees the Group Sales process and serves as the shift supervisor for Admissions staff and Group Sales. Daily responsibilities will include:

- Manages all Group Sales from inquiry through post-visit evaluation. Maintains consistent, organized processes to provide a seamless high-quality experience. Works with Education Department to assist with coordinating school tour check-ins.
- Acts as shift supervisor for daily Admissions functions. Provides information on reservation arrivals, ensures efficient, high quality customer service is being provided. Monitors all Admissions areas to maintain safe, clean conditions. Maintains and replenishes supplies at work stations. Makes policy and customer service decisions in the absence of the Admissions Manager. Serves as back-up cashier as needed.
- Serves as primary ticketing database administrator. Add tours, ticketing categories, special promotions, etc. into the database.
- Assists the Admissions Manager with producing reports for Senior Staff.
- Maintains schedule and ensures daily coverage for Admissions staff. Confirms ticket database and V.P. Monitors are accurate and makes any necessary corrections. Performs other duties as assigned which support Visitor Services functions and museum operations.
- Assists in the hiring, training, and supervising of Admissions staff. Enforces cash handling and PCI policies. Reinforces sales training and makes sure staff is promoting programs & activities identified by the Admissions Manager.

Qualifications

- High school diploma or equivalent
- Knowledge of applicable computer applications and basic computer functions such as Microsoft Outlook.
 - This role works within a web-based ticketing system, Tessitura, and requires the ability to learn program. Training is provided by The Ringling.
- Ability to:
 - Demonstrate effective customer service skills.
 - Communicate effectively verbally, on the phone & in-person, and in writing.
 - Effectively train and direct the work of others.
 - Establish and maintain effective working relationships.
 - Perform accurately in a detail-oriented environment.
 - Prioritize, organize and perform multiple work assignments simultaneously.
- Knowledge of and the ability to interpret and apply related University policies, procedures, principles, and practices.

FSU Total Rewards

FSU offers a robust Total Rewards package. Visit our [website](#) to learn more about our Compensation, Benefits, Wellness, Recognition, and Employee Development programs.

Use our [interactive tool](#) to calculate Total Compensation options based on potential salary, benefits and retirement contributions, earned leave, and other employment-related perks.

Rate of Pay: The anticipated rate of pay will likely fall in the high 30k to low 40k range and will be based on the education, skills, and experience of the selected candidate. Find out more about our comprehensive benefits package under the "FSU Total Rewards" section.

Working Hours: 8:00 AM to 5:00 PM with a one-hour meal period. Please note that this role may be required to work a flexible schedule including days, weekends, special events, and holidays based on the needs of The Ringling.

- This position is based in [Sarasota, FL](#).
- This is an USPS position.
- This position requires successful completion of a criminal history background check to include fingerprinting.

For more information, technical assistance, or should you require accommodations for the application or interview processes, please contact Ringling Human Resources at 941-358-2773 or employment@ringling.org.

Equal Employment Opportunity

An Equal Opportunity/Access/Affirmative Action/Pro Disabled & Veteran Employer.

FSU's Equal Opportunity Statement can be accessed at:

https://hr.fsu.edu/sites/g/files/upcbnu2186/files/PDF/Publications/diversity/EEO_Statement.pdf.

How To Apply

If qualified and interested in a specific job opening as advertised, apply to Florida State University at <https://jobs.fsu.edu>. If you are a current FSU employee, apply via myFSU > Self Service.

Applicants are required to complete the online application with all applicable information. Applications must include all work history up to ten years, and education details even if attaching a resume.