



Culturespaces, an organisation that employs 400 employees and which specialises in the management of historical monuments and museums, and the creation and management of digital art centres [www.culturespaces.com](http://www.culturespaces.com), is seeking a candidate for the following position at its new venue, Phoenix des Lumières:

### **Ticket Office and Gift Shop Receptionist (m/w/d)**

Phoenix des Lumières will open its doors in October 2022 in Dortmund, in the Phoenix Halle, a former gas plant part of the famous Phoenix West blast furnace. Located in the core of Phoenix West area, five minutes away from the Phoenix See and 15 minutes away from Dortmund city center, Phoenix des Lumières will use unique cutting-edge technology to create immersive exhibitions devoted to some of the most famous artists in the history of art. The exhibitions will be designed to complement the unique architecture of the venue, with its 13-metre-high walls and 3000-m<sup>2</sup>-surface area.

#### Responsibilities

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Working under the supervision of the Reception, Ticket Office, and Gift Shop Manager, you will be responsible for performing the following tasks:

- **Perform Reception and Ticket Office duties:**
  - Greet and inform visitors (information about the venue, information about tours, etc.);
  - Sell entry tickets;
  - Manage the Ticket Office cash registers;
  - Check visitors' access passes;
  - Provide tour programmes and educational material related to the venue;
  - Ensure that the reception desk display cases are well presented and well stocked every day, including the supply of booklets;
  - Manage the visitor itinerary;
  - Monitor the Reception and Ticket Office area;
  - Ensure that the Reception and Ticket Office area is clean and tidy every day.
  
- **Perform Gift Shop duties:**
  - Take delivery of goods;
  - Label and place products on the shop's shelves;
  - Participate in compiling inventories;
  - Ensure that everything is presented to best advantage in the shop windows;
  - Inform customers about the products on sale;
  - Monitor the sales area;
  - Ensure that the shop is clean and tidy.

#### Requirements

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The successful candidate will at least hold an Associate's Business degree or General Business Certification in a related discipline : sales, tourism, or museum studies and will have at least two or more years of related customer service or supervisor experience.

Possessing excellent interpersonal and communication skills, you have a good sense of teamwork and an ability to make visitors feel welcome. You are known for your dynamism and reactivity. You are autonomous, versatile, and dynamic. Knowledge of the history of art is an advantage.

The ideal candidate is fluent in German, English.

**Contract:** Seasonal contract

To apply for this job, please send your CV and letter of motivation by email to [helma.sperling@phoenix-lumieres.com](mailto:helma.sperling@phoenix-lumieres.com)