

Museum Site Manager

Coastal Georgia Historical Society

The Museum Site Manager oversees the daily operations of the World War II Home Front Museum located at the Historic Coast Guard Station on St. Simons Island. (*The museum opens in October 2018.*) The position reports to, and is accountable to, the Executive Director for operational matters and to the Curator for museum issues.

The World War II Home Front Museum is open 7 days a week with the exception of major holidays. It is expected that the Museum Site Manager will work Monday – Friday, although some night and weekend work may be required.

Essential duties and responsibilities:

The Museum Site Manager is responsible for effective administration, management, and operation of the World War II Home Front Museum.

- Direct the daily operations of the museum, including visitor services, ticket sales, store sales, programs, housekeeping, safety, and security.
- Ensure the safety and maintenance of a high quality and historic facility, the grounds, and all equipment.
- Manage physical facilities to provide a clean, safe, and welcoming atmosphere.
- Conduct daily inspections of the museum campus in order to ensure that it is equipped and ready for daily opening.
- Identify and address facility maintenance issues and maintain records.
- Resolve issues and problems to facilitate efficient operations.
- Manage and directly supervise a staff consisting of part-time sales associates; ensure that the store is staffed during open hours; conduct staff training and provide updated and accurate reference materials for Historical Society memberships, procedures, emergency preparedness, and policies.
- Operate and manage point of sale for store purchases, tickets and memberships, as needed.
- Follow all proper protocols for secure and accurate financial records and transactions.
- Ensure high levels of staff, volunteer, and visitor satisfaction.
- Provide information to visitors about the museum collection and campus in coordination with the Curator.
- Oversee collections care and management as directed by the Curator.
- Coordinate visitor and education services including school tours with the Education Director.
- Collect visitor data through evaluations, demographics, or other methods, and use as a tool to enhance visitor experiences.
- Resolve visitor issues and complaints.

- With the Executive Director, develop the museum's operating budget; meet or exceed budget targets.
- Track, analyze, and report on the financial status of the museum, and assist the Executive Director in forecasting revenues and expenses.
- Report management indicators such as visitation, program numbers, and staff/volunteers hours.
- Model excellent customer service for staff and volunteers, including proactive greeting and interaction with visitors to direct them towards galleries, exhibits, and amenities, and to provide membership information.
- Participate in Society programs including, but not limited to:
 - Special Events
 - Lectures
 - Membership programs
 - Cultivation events
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree, preferably in museum studies, business, or a related field.
- Knowledge of and experience with facility administration and operations, preferably with historic sites and/or museums.
- Excellent written and verbal communication skills; attention to detail; planning and organizational skills; and strong interpersonal skills, demonstrated by an advanced degree, advanced training, and/or career experience.
- Skill in providing excellent customer service.
- Ability to evaluate problems, determine causes of events, formulate and recommend solutions, and interact with a diverse group of people.
- Detail-oriented and able to multi-task.
- Highly self-motivated, and a team player.
- Experience with budget preparation and financial management.
- Proficiency in Microsoft Office programs. Experience with Retail Pro is a plus.
- Valid driver's license.