



Visitor Center Manager The National Susan B. Anthony Museum & House

Position Profile:

Inspiring others through Susan B. Anthony's life and work is our purpose and passion. Visitor Center Managers assure a safe, welcoming, and pleasant experience for guests and volunteers by ensuring the fulfillment the day's pre-scheduled tours and programs.

Knowledge and skill requirements:

- ✓ Excellent communication skills, including telephone, email, and interpersonal communication
- ✓ Retail experience/ experience with point-of-sale systems a plus
- ✓ Leadership/ management/ team experience a plus
- ✓ Guest services experience, experience working with a diverse population a plus
- ✓ Bondable

Principle Responsibilities:

The Visitor Center Manager is responsible for positive, professional, successful delivery of the Anthony Museum experience for guests during her/his/their shift, including:

- 1) Modeling and providing a welcoming and responsive atmosphere of guest service.
- 2) Opening and closing all campus buildings according to the established maintenance, safety, and security procedures.
- 3) Assuring that the grounds and facilities are clean, safe, and ready to welcome guests before and during the course of the shift (this may involve light cleaning/sanitizing, vacuuming, restocking of paper goods, room set-up, snow shoveling, watering the gardens, changing light bulbs, sweeping, litter pick up, etc.).
- 4) Assuring the successful presentation of, and communication about, the day's pre-scheduled programs (attending to hospitality, tours, museum shop, general customer service in person and by phone and email, health, security, and safety concerns).
- 5) Opening and closing the museum shop cash registers and point of sale system and assuring that volunteers and staff follow established internal control procedures.
- 6) Overseeing volunteers on the Museum campus (receptionists, docents, museum shop attendants, gardeners, etc.), assuring that they have support, encouragement, and follow established procedures for safety and preservation of historic buildings and landscapes.
- 7) Answering telephones or responding to customer service issues that may arise during the shift.
- 8) Offering interpretative information and tours, as needed.
- 9) Participating in weekly staff meetings.
- 10) Performing other duties as may be required.

Reports to: Deputy Director

Employment Status: Part-time, shifts available 9:30 am -1:30 pm, 1:30 pm to 5:30 pm, Tuesday-Sunday

Pay Rate: \$16-\$20/ hour depending on experience

To apply, please send a cover letter and resume to HR@susanb.org