Operations Manager
Position Description

Overview:
The Manager oversees the daily operations of the Chatham Marconi Maritime Center. Duties include ensuring that the Marconi-RCA Museum is open and operating effectively, promoting a superior experience for visitors, members and volunteers, and ensuring the safety and security of the Center’s assets and facilities.

This is an annual part time position with varying hours. During the season, from May to September, it is full time and part time the remainder of the year. Estimated total annual work hours are 1,250. Reports to the President of the Center. Benefits are not included. Competitive salary, commensurate with experience.

Responsibilities:
• Direct the daily operations of the museum, including visitor services, ticket sales, store sales, programs, housekeeping, safety, and security.
• Ensure the Center is opened for its scheduled days and requested visits. Determine the level of support needed. Support the Volunteer Coordinator in providing staffing. At times it will be necessary to personally fill in.
• Ensure efficient operations including identification and resolution of issues:
  ▪ Stock office supplies and maintain equipment.
  ▪ Oversee maintenance of the grounds and equipment.
  ▪ Resolve issues and problems to facilitate efficient operations.
• Operate, manage and troubleshoot Point of Sale for purchases. Ensure volunteers are trained on system.
• Processing routine financial transactions including invoices, deposits, weekly/monthly reconciliation of income and expenses. Follow all proper protocols for secure and accurate financial records and transactions.
• Report management indicators such as visitation, shop and visit income.
• Ensure high levels of satisfaction for volunteers and visitors of all ages.
• Coordinate visitor and education services including school tours with staff & volunteers.
• Collect visitor data and use as a tool to enhance visitor experiences.
• Resolve visitor concerns.
• With the Treasurer, develop the museum’s operating budget; meet or exceed budget targets.
• Assist with programs including, but not limited to events, lectures, and school visits.
• Perform other duties as assigned.
Qualifications:
• Minimum of Associate degree or equivalent in education and work experience
• Excellent written and verbal communication skills
• Attention to detail, apply planning and organizational skills
• Strong interpersonal skills, especially 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
• Highly self-motivated, and a team player
• Proficient in technology, including social media and Microsoft Office or similar productivity applications
• Experience with point-of-sale systems, such as a Square, is preferred
• Knowledge of and experience with facility administration and operations, preferably with historic sites and/or museums is a plus
• Experience with budget preparation and financial management is a plus

For more information about the Center and its museum see ChathamMarconi.org.

Application:
Letter of application and current resume in Adobe .pdf format should be e-mailed to resume@chathammarconi.org. Questions about the position may also be e-mailed. In order to expedite responses, please provide telephone contact information.