

Museum Site Manager – Historical Society of Pottawattamie County

Hourly position – 32 hours per week

Job Description:

The Historical Society of Pottawattamie County (HSPC) Museum Site Manager will be responsible for all aspects of daily museum operations at the RailsWest Museum, ensuring the HSPC's mission is being fulfilled at a level of excellence. The ideal candidate must be able to work independently and in a collaborative environment.

This position is employed by the Historical Society of Pottawattamie County. Direction and supervision will fall under the Board of Directors and their designee.

Major Duties and Responsibilities:

- Direct the daily operations of the RailsWest Museum, including visitor services, ticket sales, gift shop 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.
- Identify and address facilities maintenance issues and maintain records.
- Resolve Issues and problems to facilitate efficient operations.
- Operate and manage point of sale for gift shop purchases, tickets and memberships as needed.
- Follow all proper protocols for secure and accurate financial records and transactions.
- Lead tours of the museum, including school tours.
- Recruit, train, schedule and monitor museum volunteers
- Collect visitor data through evaluations, demographics, or other methods, and use as a tool to enhance visitor experiences.
- Report management indicators such as visitation, program numbers, and staff/volunteer hours
- Model excellent customer service for volunteers, including proactive greeting and interaction with visitors to direct them toward exhibits and amenities, and to provide membership information
- Manage and maintain museum exhibits and collections
- Maintain Past Perfect Database of collections, donor and visitor information
- Coordinate HSPC programs – assisting with program/event logistics, promotion and community engagement
- Develop and schedule press releases and social media posts with support

Experience and Qualifications:

Required

- 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 communications 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.

Preferred

- MA Degree in history, museum studies, public history or similar degree
- Experience with budget preparation and financial management
- Experience working with volunteers
- 3-5 years of work experience with history, museums, nonprofit management or business administration
- Experience providing programming to a wide variety of age groups and backgrounds
- Experience using Hootsuite for social media management

Essential Competencies:

- A highly self-motivated, energetic and results-oriented individual who demonstrates strong interpersonal skills
- Ability to take initiative and work creatively
- Ability to deal professionally and sensitively with a diverse audience
- Strong computer skills and willingness to learn new programs
- Ability to handle a number of projects and prioritize work
- Ability to lift and move 30lbs.
- Availability to work evenings and weekends

Job Type: Hourly, 32hrs/wk

Salary: \$23/hr

Schedule: Wednesday thru Saturday, 9am – 5pm