



## WEEKEND MANAGER

The Weekend Manager ensures the highest level of visitor enjoyment, experience and safety, as well as smooth, efficient and pleasant interactions for Visitors to the Historical and Cultural Society of Clay County (HCS) and its Museum. The position's primary focus is excellent customer service.

This part-time, non-exempt position reports directly to the Visitor Services Manager and oversees part-time staff, volunteers and work study students who are covering weekend shifts.

### EXPECTATIONS FOR HCS EMPLOYEES

- Represent HCS in a professional manner (through dress, speech and correspondence) at all times.
- Complete assignments by stated deadlines.
- Ability to take initiative, work flexibly, and work well both independently and collaboratively.
- Willingness to fill in for HCS team members as needed.
- Keep current with museum and non-profit best practices, regulations and procedures as they pertain to the position's sphere of responsibility.

### HOW DOES THE WEEKEND MANAGER HELP HCS ACHIEVE ITS MISSION?

- The Weekend Manager creates a favorable first impression of HCS and the museum providing excellent customer service and promoting the HCS's mission and vision in a friendly and respectful attitude to the public and our stakeholders reflects well on HCS and encourages return visits and on-going support.
- Providing friendly, knowledgeable information and guidance about the Museum, its exhibits and its grounds to visitors leads to a positive experience for visitors, with the possibility to encourage return visits and good word-of-mouth.
- By ensuring security and safety in the Museum during the weekend hours, allows the general public to enjoy the exhibitions and programming offered by HCS.

### SPECIFIC DUTIES

- **Visitor Services.** Responsible for overseeing museum admissions activities, visitor orientation and maintenance of the exhibition space(s). Enforces policies and ensures that accessibility issues are promptly and appropriately addressed.
  - Assists with general museum reception and visitor services; provides accurate information about HCS/the Museum, exhibits and the community at large.
  - Handles phone or walk-in inquiries.
  - Provides informational hand-outs to visitors; ensures adequate supply of materials.
  - May assist with tours of the galleries or serve as museum docent if other docents are unavailable.
  - Clearly articulates (both verbally and in written form) the mission and programs of HCS in a comfortable and understandable manner.

- Keeps an eye on the galleries, ensuring that visitors are respectful of the exhibits and other visitors and handling any safety issues, including providing the Executive Director with incident reports when they occur within the premises of the Museum and its site.
- Tracks visitor demographics.
- **Volunteer, Student and Intern Supervision.** Oversees (and fills in if necessary) all aspects of visitor services at the Museum: admissions, registration for public programs, visitor statistics, patrolling galleries and assisting with shop sales and inventory.
  - Oversees part-time staff, volunteer, work study student and intern positions during the work shifts.
- **General Administrative and Operational Duties**
  - **Facilities:** At least daily, physically surveys the exhibitions spaces and museum grounds to check cleanliness, exhibition maintenance needs and safety conditions. Contacts appropriate staff regarding urgently needed maintenance and repair, or provides information to the appropriate parties for that work to be completed during the regular work week. Sees that all assigned cleaning tasks are completed by the end of the day.
  - **Financial:** Prepares and records daily receipt of revenue.
  - **Events and Programs:** Assists with the promotion, registration and implementation of public programs and events as requested.

#### **REQUIRED WORK/LIFE EXPERIENCE AND SKILLS**

- Prior experience in a hospitality or customer service position; minimum high school diploma.
- Excellent interpersonal and communications skills (oral and written).
- Excellent time-management and organizational skills; able to prioritize tasks effectively and efficiency; attention to detail.
- Adequate computer skills; experience and high degree of comfort with technology (to manage cash registers).
- Reliability in commitment to work most weekends, although occasional dates off are acceptable.

#### **INDICATORS OF SUCCESS**

- Exhibits excellent rapport with visitors to the Museum, volunteers and HCS colleagues.
- Shows initiative and willingness to assist HCSCC in achieving its goals and objectives in the most time-saving, effective and cost-efficient manner.
- Able to work independently without heavy supervision; exercises sound judgment in handling issues.
- Exhibits general knowledge of HCS's mission and of the Museum's exhibits.
- Able to work independently without heavy supervision; shows excellent follow-up and follow-through.
- Shows willingness and desire to work as a team member and assist in other areas as needed.

Submit resume, cover letter, and contact information for three professional references to Executive Director Maureen Kelly Jonason at [Maureen.jonason@HCSmuseum.org](mailto:Maureen.jonason@HCSmuseum.org). Position open until filled. \$15/hour for 14 hours (8:30-5:30 Sat. and 11:30-5:30 Sun.)