Through collections, research, exhibits and programs, we bring people together to share, learn and be inspired by Jefferson County arts and heritage.

Visitor Experience and Facilities Manager

Status: Full Time, Exempt – medical, dental, vision, vacation & holidays
Salary & Start Date: $48,000 October 2021
Reports to: Executive Director

Summary:

Supports Jefferson County Historical Society’s mission and vision by joining our small executive team in a key role as our primary customer service representative. As the face and voice for our Visitor Experience and as Manager of Facilities, this position performs various functions at our sites, including working at the front desk, managing visitor services staff and volunteers, managing museum site admissions, shaping the Museum Shop experience, liaising with City and State entities for facilities needs, supervising security and custodial services, and overseeing updated, accurate, and complete policies and procedures for visitor services and facilities.

A successful candidate in this position will successfully and passionately represent the Jefferson County Historical Society and mission to the community; be a capable and enthusiastic collaborator with a wide range of individuals and across a wide range of disciplines; clearly communicate ideas verbally and visually through meetings, reports and presentations; embody generosity, creativity, and common sense in working closely with all museum constituent groups and support and amplify the Museum’s commitment to diversity, equity and inclusion.

Responsibilities:

Visitor Experience

- Establish a Visitor Experience Strategy to define the service approach for each of JCHS's historic sites: the Jefferson Museum of Art & History, the Rothschild House, and the Commanding Officer’s Quarters. Working closely with the executive team, develop operational and training plans to ensure a high quality of service and a high level of visitor satisfaction across all aspects of the Visitor Experience, including tools and metrics to evaluate success.
• Guided by the Visitor Experience Strategy, implement practices, policies, and systems to create an excellent and streamlined experience for all visitors.
• Regularly assess each site's physical space as relates to the visitor experience, including wayfinding signage, lighting, and interior layout considerations.
• Schedule and supervise Visitor Services representatives and manage the recruiting and training of new Visitor Services representatives, including POS system processes, cash handling, safety procedures, and customer service.
• Oversee development of and training in emergency procedures and risk management for Visitor Services representatives.
• Participates in the Exhibition Development and Design process as it relates to Visitor Experience.

Facilities Management

• Develop training, policy and procedures to respond to facilities emergencies, open/closing of museum sites, and maintain a secure, functioning environment for museum visitors, staff and collections.
• Share Facilities and Visitor Services policies, plans and trainings with key partners in regional heritage.
• Provide operational support to staff for on-site, museum-hosted events (development, programmatic or rentals).
• Work closely with team on special events, and with programs staff to coordinate museum-hosted programs and event logistics.
• Assist in the protection and control of all Museum assets against damage and theft including oversight and maintenance of museum security policy, procedures and equipment.
• Troubleshoot security and facilities system issues as needed, including outside of normal working hours.
• Work with our contractor and the City of Port Townsend to oversee the restoration of the Museum's front doors (Est. completion Q1 2022)
• Inspect building areas regularly and ensure routine maintenance or repairs are budgeted and coordinated with City / State owners and Site Managers by creating work orders, scheduling with JCHS Custodian and Handy Person, or scheduling with outside contractors.
• Supervise and escort all outside contractors while at museum sites and ensure clear and effective communication of facilities projects across teams and with owner-entities.
• Maintain records of facility repairs and alternations.
• Provide safety orientations and security trainings to building users.

POS / Retail
• Coordinate ticketing procedures, online and at all sites.
• Responsible for end-of-day cash and credit reconciliation procedures with Visitor Services representatives and ensures all transactions are accurately recorded.
• Record revenues by category and reports sales activity monthly and reports to staff and Board.
• Troubleshoot POS system issues as needed, including outside of normal working hours.
• Work with staff and volunteers to maintain record keeping for Museum Shop and scheduling for inventory management.

Qualifications:
• Excellent interpersonal skills; finding joy in and strong ability to work well with people of all learning styles, abilities, and of different cultures and experiences.
• Bachelor’s degree in humanities or project management field, or 5+ years of experience in Volunteer Management, Museum Visitor Services or Museum Facilities Management desired;
• Minimum three years’ experience and enjoyment in working with the public in customer service-related positions.
• Excellent software skills including Microsoft Outlook, Excel, Word and PowerPoint; experience with a Point of Sale System (we use Square); and ability to learn new software quickly.
• Ability to run, understand, and analyze sales reports and communicate reports effectively in a team environment.
• Creative thinker and doer, willing jump in where needed and to use outside-the-box ideas to shape the visitor experience.
• Ability to make sound decisions that will resolve customer service issues, and an acute attention to policy, procedure, safety, and risk management.
• Some experience working with various agencies and partners, including City and State government entities.
• Some experience working in historic preservation, experience working with historic buildings desired.
• High degree of accuracy, organization, and attention to detail.
• Ability to clearly and accurately communicate verbally and in writing.
• Ability to work both independently and as a member of a highly collaborative team environment.
• Dependable with a strong work ethic; respects and meets deadlines on time.
• Ability to represent the Museum professionally and consistently demonstrate the Museum’s values including upholding DEAI in our work.
• Evenings, holidays, and weekends required; flexible schedule and the ability to move from site to site essential, including a valid driver’s license.
• Ability to pass a background check.
• Ability to lift 50lbs, bend, stoop, work with hands above shoulder level, climb ladders or steep stairs, good vision and hearing.
• Must be fully vaccinated for COVID-19.

TO APPLY

Interested candidates should visit our website, www.jchsmuseum.org, to learn more about our organization. Please apply via email by sending a cover letter describing your qualifications that match the position criteria and what you will bring to the role, along with a resume, to info@jchsmuseum.com with the subject line “Visitor Experience and Facilities Application.” Please submit your application by Monday, September 6 for priority consideration.

Final offers of employment are contingent upon the successful completion of a background check that may include national criminal background check and national sex offender registry search.

Position is open until filled with a preferable October 18, 2021 start date.

Jefferson County Historical Society is an equal opportunity employer. We encourage applicants from all backgrounds and identities to apply. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.