



Museum & Archives of Rockingham County

Job Description

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| Position Title: | Operations and Programs Manager |
| Hours: | Full Time (40 Hours a week) |
| Salary: | \$36,000-\$42,000 |
| Reports To: | Executive Director |

Position Summary: The Operations and Programs Manager is responsible for communicating with museum patrons directly as a face of the organization and complying with appropriate policies governing 501(c)(3) non-profits. They work closely with the Executive Director to carry out the mission of the MARC. The position is also responsible for training and coordinating museum volunteers for programs, events and tours.

Specific Duties:

- Provide a warm welcome to all, professionally representing the museum and our brand as the first point of contact for visitors, handling in-person visits, telephone, letter, and email enquiries.
- Assist ED in developing and implementing policies and receive internal and external feedback to ensure positive visitor experiences and engagement with respect to operations, safety, and accessibility.
- Open and close the museum buildings and exhibits as required.
- Provide creative vision and leadership for all MARC education programs.
- Represent and promote MARC to external educational institutions in order to establish a network of useful and productive partnerships.
- Schedule tours and fieldtrips by appointment.
 - Maintain the tour schedule in an accurate and timely fashion.
 - Send confirmations and reminders to volunteers and visiting groups.
 - Schedule volunteer tour guides and work with staff to provide the best visitor experience for the group and other visitors.
- Assist the Executive Director in the maintaining of organizational records.
- Develop, promote and recruit for variety of volunteer roles within the organization.
 - Recruit, interview and place applicants for volunteer roles.
 - Ensure a healthy volunteer roster to support tours, events, education, archives and other areas of operations.
 - Organize and participate in volunteer recognition programs and events.
 - Schedule all volunteer activities as their first point of contact.
- Work directly with the Programs Committee and Exhibit Teams.

- Implement, coordinate, and assess new and existing programs.
- Organize training opportunities for new and returning volunteers and occasionally staff members.
 - Deliver annual tour refresher training.
- Conduct historical research to integrate new information into existing interpretation, materials, programming, and events.
- Assist the Executive Director in operational duties and projects when required.
- Assist the Executive Director with maintaining and growing the MARC's social media presence.
- Represent the MARC at public meetings and board meetings as appropriate
- Initiate and participate in various fundraisers and grant proposals.
- Serve as spokesperson of the MARC when necessary.
- Actively participate in all development activities including solicitations and fundraising events.
- Promote visibility and general support in the local, regional, and national community.
- Perform miscellaneous job-related duties as assigned or needed.

Time Commitments

The work week is Monday through Friday with occasional nights, weekends and holidays required. Attendance at MARC and community events is required. Occasional travel and off-site work required for meetings, public speaking, outreach programs, and other related activities.

Work is performed in an office and historic building environment with moderate physical activity, including climbing stairs. Working conditions include moderate exposure to dust, grease, noise, inclement weather, temperature extremes, and unpleasant but not hazardous odors. Occasional exposure to risks controlled using safety precautions. Physical exertion includes up to 50 of force.

Qualifications:

Experience

- Bachelor's Degree in History, Museum Studies, or related field, or 3-5 years of experience working in the cultural sector or non-profits.
- Prior experience of working in a museum or non-profit setting, managing volunteers to employees, or desire to do so.
- Prior experience in a customer facing role recommended.
- Reliable transportation.
- Valid driver's license.



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Skills

- Excellent organization, planning, customer service, public speaking, and writing skills.
- Strong understanding of and achievement in museum and/or non-profit fields.
- Strong understanding of and achievement in planning, implementing, and evaluating educational programming for all ages.
- Interpersonal skills working with volunteers, staff and/or the public.
- Ability to develop and implement long-range plans.
- Knowledge of historic topics related to Rockingham County.
- Ability to work as a team and independently.
- Ability to connect stakeholders, potential funders, and community groups to foster the support and appreciation of the MARC's mission.
- Basic computer skills such as email, internet, word processing and spreadsheet use.
- Proficiency or willingness to learn Quick Books online accounting software.
- Proficiency or willingness to learn Past Perfect database software.
- Familiarity or willingness to learn how to use video conferencing platforms such as Zoom, Stream Yard or Facebook live etc.

Your Application:

Please email your resume/CV, cover letter, and three references directly to CJ Idol at: **executive-director@themarconline.org** or mail to the following address:

MARC
P.O. Box 84,
Wentworth, NC 27375

Deadline:

Until filled.

www.themarconline.org