



Seward House Museum

Position Summary-Administrative and Visitor Engagement Coordinator

Overview: The Seward House Museum (SHM) fosters curiosity and promotes learning by providing an immersive connection with the past. Located in downtown Auburn, NY, the SHM is an anchor institution and a critical economic driver in the vibrant cultural heritage tourism industry.

The Administrative and Visitor Engagement Coordinator (AVEC) will manage a variety of projects and will report to the Executive Director. The AVEC will also work closely with staff, volunteers and the Museum Board of Trustees. This position will assist with general administrative duties including but not limited to maintaining Museum records, bank deposits, answering the phone, mail and email inquiries. The AVEC will oversee the museum's Point of Sale system and the Museum gift shop.

The AVEC will also assist and coordinate all museum special events and maintain records of ticket sales and other data related to events and special programming. Special programming will include First Fridays, summer programs, Halloween tours, and special Christmas related events and other events as directed.

The position is based in a busy historic house museum, subject to frequent interruptions, and will interface regularly with the public. The ideal candidate must be able to handle a wide range of customer service issues and work effectively with Museum staff, volunteers, visitors and our community partners.

Job Responsibilities

- Collaborative point of view and “can-do” attitude
- Works with Executive Director to perform general administrative duties including record management, data entry, maintenance of operational management reports, and opening/closing the POS daily
- Works with bookkeeper to assist in record management, bank deposits, reconciliation of POS system, and requests from auditors.
- Responsible for tracking and reporting on attendance and monitoring the gift shop and Museum front desk
- Oversees the training all staff and volunteers on use of POS system (currently Square)

- Develops and maintains inventory controls for gift shop and prepares merchandise displays
- Coordinates sales promotion activities and pricing of merchandise
- Manages coordination of retail operating budget
- Manages the development of the SHM newsletter and coordinates newsletter with staff and outside vendors
- Assists in the designing print collateral; prepares documents for print or other production methods
- Assists in the development and production of all printed communications-related collateral, including brochures, invitations, and program materials
- Assists in maintaining the SHM website and updates website on a regular basis
- Utilizes social media and other technologies to market and inform public of special events and other programs across various media platforms. Sends out all email blasts utilizing Mailchimp
- Assists the Executive Director, the Director of Development and the Director of Education in coordinating special events and programs as directed
- Manages the scheduling of group tours and daily tour schedules in collaboration with the Director of Education and Educational Outreach Coordinator
- Manages spreadsheets and records of all donations, memberships and annual appeal data
- Serves on various committees, attends Board meetings, and assists in the preparation of committee and Board meeting minutes

Qualifications:

The AVEC position requires excellent project management skills and demonstrated ability to multi-task in a fast-paced environment with multiple deadlines. Also, excellent verbal and written communication skills, with the ability to communicate effectively to diverse groups, departments, partners and stakeholders will be essential. Proficiency with Microsoft Office, POS software and database/ reporting analysis required. Knowledge of graphic design and marketing highly desirable.

BA/BS and two years of related experience preferred. Knowledge of museums or tourism industry a plus. A positive, outgoing personality, accuracy and attention to detail are required. Must be willing to work weekends and evenings.

To Apply: This position is a full-time salaried position and eligible for the Museum's benefit package. Applications should include the following: a cover letter, resume, a 1-2 page writing sample, and 3 professional references. Applications should be submitted via email to Executive Director, Billye Chabot: director@sewardhouse.org

Application deadline: April 27, 2018, No phone calls please. EOE/D/V/M/F