

SUSQUEHANNA NATIONAL HERITAGE AREA

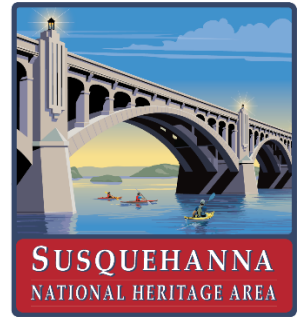
POSITION DESCRIPTION

JOB TITLE:

Visitor Services Manager

Zimmerman Center for Heritage

(Full-time regular employee position with benefits)



POSITION SUMMARY: This position is focused on leading site management and visitor services at Zimmerman Center for Heritage – SNHA’s riverfront heritage site and Visitor Contact Station for the Captain John Smith Chesapeake National Historic Trail. The Visitor Services Manager will coordinate daily operations of the center, including interpreting the site, collections management, facility rentals, merchandise sales, and site maintenance. The manager will work in a team environment to promote and support SNHA programs and visitor experiences, including River Discovery Boat Tours. Flexible hours on some weekends, weekdays, and evenings are required.

RESPONSIBILITIES:

Visitor Services

- Develop and maintain Zimmerman Center as a place to share the river’s historic, scenic, and recreational stories and experiences with residents and visitors.
- Train, supervise, and schedule visitor services staff to share information relating to Susquehanna National Heritage Area (SNHA), Zimmerman Center for Heritage, Captain John Smith Chesapeake National Historic Trail, Columbia Crossing, and regional heritage sites and recreation opportunities.
- Lead and develop house tours, guided walks, and visitor experiences at the Zimmerman Center
- Collaborate with the National Park Service to develop promotional strategies and action plans related to Captain John Smith Chesapeake National Historic Trail and Chesapeake Bay Gateways Network.
- Maintain partnerships with key stakeholders including York County Parks & Recreation, Explore York, and Lower Windsor Township.
- Ensure the safety and accessibility of the site by coordinating routine daily chores and upkeep.
- Coordinate the use of the SNHA shuttle van for visitors and program participants, including driving the van as needed.
- Be a model of excellent customer service with the public, partners, and Board members.
- Provide support for group visits and school field trip activities at the Zimmerman Center.

Collections & Exhibits

- Plan and maintain permanent and temporary museum exhibits at Zimmerman Center for Heritage and Columbia Crossing River Trails Center.
- Ensure proper care, preservation, and display of historical collections, including Visions of the Susquehanna river art Collection and Susquehannock Gallery, as well as loans and traveling exhibitions.
- Coordinate presentation of traveling exhibitions at Columbia Crossing in partnership with the Columbia Crossing Visitor Services Manager.
- Collaborate on exhibition planning, including preparing budgets for related costs and preparing objects, images, and interpretive materials.
- Facilitate research of SNHA interpretive themes and integrate them into exhibitions and visitor experiences.
- Ensure that displays are maintained and developed in a way that is inclusive and accessible.

Facility Rentals & Fundraising

- Coordinate and communicate building availability for River Discover Boat Tours, programs, meetings, and private facility rentals.
- Develop and manage facility rental policies for the Zimmerman Center to generate revenue.
- Identify and solicit grants, sponsorships, and private contributions to support the operation of the Zimmerman Center for Heritage.

- Support SNHA fundraising and outreach initiatives through networking, community, and special events.

Administration

- Collect visitor data through evaluations, demographics, or other methods, and use as a tool to enhance visitor experiences.
- Track, analyze, and report on visitation, staff/volunteer hours, and financial status.
- With Vice President- Visitor Engagement, develop and manage the site's operating budget and meet or exceed budget targets.
- Promote SNHA online and continually updates information on SNHA website.
- Manage a point-of-sale system for merchandise sales.
- Monitor visitor activities and follow policies for enforcing rules and regulations.
- Set-up and clean-up of events, including moving furniture and equipment.
- Contribute to organization discussions, brainstorming sessions, and staff organization events.
- Other responsibilities as assigned to meet the needs of the organization.

QUALIFICATIONS

- Bachelor's degree, preferably in museum studies or related field or demonstrated equivalent experience.
- Knowledge of and experience with management of historic sites, museums, and/or other public facilities.
- Proficiency with Microsoft Office, Wordpress, and social media required.
- Highly self-motivated and a team player with strong interpersonal and project management skills.
- Ability to interact with diverse groups of people.
- Valid Pennsylvania driver's license.

EMPLOYEE BENEFITS

Full-time, exempt employees' work schedules are generally 40 hours per week, Monday through Friday, 9am to 5pm. A flexible work schedule or additional work hours may be necessary to meet the requirements of the position, including evening hours and weekend work. Full-time employee benefits include:

- 10 paid holidays, 15 personal leave days (with accrual schedule related to length of employment), and various types of unpaid leaves of absence.
- Medical and dental insurance for staff members and their dependents after 60 days of employment (subject to annual review and funding.)
- Simple IRA retirement plan with 3% employer match contribution

ORGANIZATIONAL EXPECTATIONS

This organization has high standards for personal behavior. We must continue to earn the trust and respect given to us by our supporters and expected from us by those we serve. We are ethical. We always strive to do the right thing. We are respectful. We apply the Golden Rule in all our external and internal relationships. We are reliable. We can be counted on to do what we have promised. We try to exceed expectations.

DIVERSITY AND EQUAL OPPORTUNITY

SNHA is committed to creating a diverse environment and is proud to be an equal-opportunity employer. We respect, encourage, and seek to enhance diversity among our staff, Board of Directors, partners, and volunteers and view such diversity as a strength. SNHA does not discriminate on the basis of age, gender, sexual orientation, religion, national origin, marital or familial status, political beliefs, disability, race or color.

SALARY

Up to \$45,000 annually.

Updated: January 1, 2024