

Site Manager Position

This position provides management support for the Royall House and Slave Quarters, a historic house museum in Medford, Massachusetts. The site manager will oversee tour and facilities operations in addition to providing administrative support for the museum. This position directs the daily operations of the museum including visitor services, sales, membership management, and weekly housekeeping. This position reports directly to the Executive Director.

This position is 20 hours a week and it is expected that the Site Manager will work on the weekends during the tour season and some evenings for public programs and events.

Tour Operations:

- Managing weekend tours by hiring, training, scheduling, and evaluating paid guides.
- Managing group tours by marketing, responding to inquiries, and presenting group tours. Scheduling additional guides as needed.
- Managing the museum shop
- Promoting the selling of memberships and keeping track of the museum's membership. This will include inputting membership data and acknowledging memberships and donations.
- Managing weekly financial reconciliation and making bank deposits
- Co-managing site calendar to ensure there are no conflicts in public activities.
- Checking mail and processing as needed
- Responding to general emails from the public
- Checking the museum's voicemail and responding to all important inquiries
- Collect visitor data through evaluations, demographics, or other methods, and use as a tool to enhance visitor experiences.

Facilities Operations:

- Managing the opening and closing of the site for the season, including house cleaning and putting to bed and scheduling cyclical maintenance
- Coordinating and participating in cleaning the museum during the open season
- Meeting contractors on site and support preservation work and maintenance.
- Responding to alarms if tenant is not available
- Ensuring the building and grounds are safe after storms or alarms
- This position will also set up for tours, educational programs, and events that are hosted onsite

Other

- Providing administrative and programmatic support to the Executive Director as needed.
- Perform other duties as assigned: this may include running museum programming throughout the year

The ideal candidate will have:

- Cultural competency and a commitment to social and racial justice.
- Strong communication skills
- Experience managing, working alongside, and scheduling staff and volunteers.
- Customer service skills and comfort with written and verbal communication.
- A positive, pro-active, and flexible attitude.
- Comfort with technology and time management skills to work independently.
- An interest in the history of slavery in the United States and its legacy.