Position Overview:
The Chatham Marconi Maritime Center seeks a well-organized, effective team leader to serve as Museum Manager responsible for overseeing the day-to-day operations of our Museum and Education Center. Duties include orienting and directing volunteer staff, promoting a superior visitor and member experience, and ensuring the safety and security of assets and facilities. The Museum occupies two adjacent buildings; some work activity is outdoors.

The position is seasonal, full-time from approximately May through September, and part-time spring and fall. During January and February when the Museum is closed to the public, work may not be available. Estimated total annual work hours are 1,250.

In-season, the Museum is open six (6) days including weekends. The Manager’s normal full-time work week is 40 hours, Tuesday through Saturday. To ensure proper staffing and supervisory coverage at other times, he/she coordinates work hours with experienced Museum volunteers. Occasional evening work may be required such as for special events. Fewer work hours can be expected during the spring and fall part-time periods.

The expected salary range is $16 to $18 per hour depending upon relevant qualifications and experience. This position does not include benefits.

About the Chatham Marconi Maritime Center:
Located on Cape Cod, the Chatham Marconi Maritime Center is a 501(c)(3) non-profit founded in 2002 to preserve the rich history of 20th Century maritime radio and explore the innovative advances in science and technology that continue to transform our lives. Its mission is advanced through operation of the Marconi-RCA Wireless Museum and STEM education programs in communications science, both on the historic 1914 Marconi-RCA campus and in area schools. Museum exhibits trace the story of wireless communication from Marconi’s day through the 20th century when station operators communicated with ships around the globe, to today’s evolving world of technology. Additional information is available at ChathamMarconi.org.

Responsibilities Overview:
1. Ensure established operating procedures are properly followed, and that the Museum is adequately staffed and supplied for scheduled operations
2. Ensure security, safety, integrity and cleanliness of the facilities including exhibit spaces, classrooms, offices and grounds
3. Ensure any mandated public health protocols are observed by staff, volunteers, members and visitors
4. Assist volunteer coordinators with museum host staff recruiting, training and scheduling
5. Ensure emergency procedures are available, known, and observed by volunteers
6. Ensure volunteer cashiers understand proper usage of the point-of-sale system, including admissions, sales, cash & credit transaction procedures
7. Manage admissions/ticketing process and coordinate group visits and student field trips
8. Manage the Museum visit experience in a professional manner:
   a. Ensure that adequate visit procedures and protocols are in place and promulgated
   b. Promote a positive, friendly experience for visitors
   c. Engage with members & visitors to elicit constructive feedback
   d. Promptly resolve visitor concerns
9. Following established procedures, promptly and appropriately resolve problems and issues
10. Assist the Center's Events Coordinators with facilities rentals, member events and public programs
11. Additional duties as mutually agreed

Qualifications and Requirements:
1. Associate degree or equivalent in related education, training and experience
2. Strong computer literacy; proficient with Microsoft Windows and common applications
3. Experience with Square or similar integrated retail Point-of-Sale systems, including reconciling and reporting [daily] transactions
4. Critical personal attributes include maturity and discretion, effective organizational skills, ability to multi-task, strong interpersonal skills, effective oral and written communication skills
5. Provide own transportation
6. Able to lift up to 15 pounds

Application
Letter of application and current resume in Adobe .pdf format should be e-mailed to resumes@chathammarconi.org. Questions about the position may also be e-mailed. In order to expedite responses, please provide telephone contact information.