



Door County Maritime Museum

Title: **Site Manager, Death's Door Maritime Museum**
Reports to: Visitor Services Manager / Executive Director

SUMMARY

The Site Manager is a Full-time (40 hours a week) temporary, seasonal position with employment beginning shortly before May 1st and concluding shortly after October 31st each year.

The Death's Door Maritime Museum (DDMM) Site Manager arranges work schedules for no more than two (2) PT Visitor Services staff members, serves as the lead front desk associate, is responsible for greeting visitors, answering questions about Gills Rock, Death's Door, and its history, ensuring top notch customer service is provided by all personnel and making sure all visitors have a safe and enjoyable experience.

This position works closely with the Door County Maritime Museum's Visitor Services Manager, the Museum Store Manager, and the DCMM leadership team. This position also assists with maintaining the Death's Door Maritime Museum Facebook page.

RESPONSIBILITIES AND DUTIES:

- Responsible for all monies collected at the site and accounting for all daily deposits within policies as outlined and managed by the DCMM Controller
- Responsible for overall guest satisfaction and customer service with a goal of increasing admissions
- Assists in recruiting and hiring staff
- Responsible for staff scheduling and training
- Monitor and ensure assigned duties are carried out by Death's Door Maritime Museum (DDMM) staff
- Provide training and instruction on operations, museum policies and procedures
- Works with museum Store Manager to maintain and stock museum store
- Assist in curatorial exhibit organization
- Weekly reporting to Executive Director and attending staff meetings making sure there is a flow of open communications with Cana, Sturgeon Bay and Gills Rock
- Make recommendations to Executive Director regarding facility maintenance and project needs
- Perform, and assign simple maintenance and cleaning tasks as needed or required
- Communicate with Curator on exhibit maintenance needs
- Communicate with Sturgeon Bay Office Manager for office supplies, Store Manager for store supplies and Sturgeon Bay's Facilities Manager for project coordination, as well as ongoing cleaning and toiletry needs
- Work with volunteers to improve the Gills Rock Location

SKILLS AND ABILITIES:

- Excellent communication and organizational skills
- Knowledge and understanding of general museum environments
- Demonstrates resourcefulness, good judgment, excellent oral and written communications skills and excellent organizational skills
- Excellent public relations and customer service skills
- Highly motivated and detail oriented

- Must be customer focused
- Ability to problem solve and function in a cooperative team environment
- Ability to work a flexible schedule that may include evenings, weekends, and holiday assignments

Materials and Equipment used: General office equipment, computers and various printers. A/V equipment.

Minimum qualifications: 1+ year of customer service experience or museum training, and/or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.

Knowledge of and/or interest in Door County & Great Lakes Maritime History is extremely helpful in the execution of this position.

Ability to pass a background check.

The work environment: The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the noise level in the work environment is usually quiet. There will be times when this position is expected to travel or work off-site and as such may be subject to various climates including winter exposure.

The physical demands: What's described here is representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands and fingers to handle, or feel objects, tools or controls; and talk or hear. The employee is occasionally required to walk, sit, and climb stairs/ladders. The employee must occasionally lift and/or move up to 40 pounds without assistance and more with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

*The strength and **FLEXIBILITY** of our team allows us to meet new challenges with success.*

*We **KEEP AN OPEN MIND**, recognize, and maximize our **INDIVIDUAL STRENGTHS**.*

*We **OVER-COMMUNICATE**, and utilize the **UNIQUE SKILLS** each of us contributes to our **TEAM STRENGTH**.*

*We **KEEP IT POSITIVE**, and we **RESPECT** each other.*