



NIAGARA FALLS UNDERGROUND RAILROAD HERITAGE CENTER

Visitor Services Manager

Hours: 35 - 40 hours/week

Salary: \$20/hour

Status: Non-exempt

The Niagara Falls Underground Railroad Heritage Center aligns with the American Alliance of Museums' position that diversity, equity, accessibility, and inclusion in all aspects of museum structure are vital to the future viability, relevance, and sustainability of museums.

We are an Equal Opportunity Employer.

Background:

The mission of the Niagara Falls Underground Railroad Heritage Center is to reveal authentic stories of Underground Railroad freedom seekers and abolitionists in Niagara Falls and to inspire visitors to recognize modern injustices that stem from slavery and to take action toward an equitable society. The Heritage Center is an experiential museum operating every Tuesday through Sunday. We offer self-guided tours, facilitated guided tours, school field trips, and numerous public programs throughout the year.

Through meaningful interpretive experiences, engaging public programs, services and events, we expand each visitor's understanding of and appreciation for the Underground Railroad in Niagara Falls and the enduring impact of slavery in the United States.

Position Summary:

The Visitor Services Manager helps ensure the smooth administration and operation of the Heritage Center. This role has four essential functions: to manage the daily operations of the museum; to manage the museum shop; to account for daily financial transactions; and to function as an historic interpreter as a member of the Visitor Experience Team.

A successful candidate has a love of history and a passion for social justice, is extremely attentive to detail and an excellent communicator, and will feel confident and comfortable providing educational experiences to visitors of different backgrounds.

Objectives:

- Ensure the front of house runs smoothly and visitors have an excellent experience.
- Track and meet revenue goals for group tours and retail sales.
- Coordinate to ensure success of visitor experience staff.

Essential Responsibilities:

- Visitor Services:
 - Manage/coordinate front line staff, making schedules to ensure adequate staffing for tours and school trips, and assigning projects to the Visitor Experience Specialists as needed.
 - Book tours, monitor all group tour correspondence, and maintain the museum's policies for groups.
- Museum Shop:
 - Manage vendor relations, conduct product research, maintain inventory, determine appropriate prices, and arrange retail displays.
 - Prepare revenue reports and make projections for future revenue.
- Financial Administration:
 - Reconcile daily sales transactions, prepare and make bank deposits, and prepare financial reports.
 - Establish and ensure fiscal best practices.
- Visitor Experience Team Member:
 - Provide educational content to guests with accurate, interesting, and pertinent historical information about the Underground Railroad in Niagara Falls in an engaging, timely, and articulate manner through guided tours.
 - Train in and implement a conversational facilitated dialogue with patrons, meeting them where they are and providing an impactful experience.
- Miscellaneous tasks as needed

Qualifications:

- A minimum of two years of customer or visitor service experience with increasing responsibility and manager or supervisory experience; or an equivalent combination of education, training and experience.
- Demonstrated attention to detail, time management skills, and problem solving ability.
- Demonstrated knowledge of retail best practices and procedures.
- Excellent and professional communication skills via phone, email, and in-person.
- Database or CRM experience a plus.
- A passion for social justice, and interest in African American studies and Niagara Falls history.
- Demonstrated ability to work with a diverse group of colleagues and with visitors from diverse cultures and life experiences.
- Commitment to team process and fostering a collaborative working environment.
- Ability to be an energetic leader that models best practices for staff.
- Bachelor's degree in relevant field preferred.
- Bilingual applicants are encouraged.

Special Requirements:

- Must have a valid driver's license and vehicle to perform job-related tasks.
- Must be able to lift 50 pounds and stand/walk for long periods on varying surfaces, inside and outside, and in a variety of conditions.
- Must be available to work frequent weekends, evenings, and holidays.

To Apply:

Qualified candidates should submit an application consisting of both **a resume and a cover letter** demonstrating their qualifications. Incomplete applications will be considered unfavorably. Submit to:

Niagara Falls Underground Railroad Heritage Center

info@niagarafallsundergroundrailroad.org or 825 Depot Ave. West, Niagara Falls, NY 14305

For more information on the Niagara Falls Underground Railroad Heritage Center and Area, please visit <http://niagarafallsundergroundrailroad.org/>.