Position Title: Office and Visitor Services Manager
Salary Range: $18-$25/hour
Start Date: October 1, 2023
To Apply: Send a resume, cover letter, and list of professional references to Mary Zawacki at director@schenectadyhistorical.org

The Schenectady County Historical Society seeks an Office and Visitor Services Manager. This position reports to the Executive Director and is responsible for performing administrative and visitor services duties while assisting with other duties as needed. This position will be involved in most aspects of SCHS operations, though will primarily be interacting with the public and performing key administrative and office management tasks.

Visitor Services Responsibilities
- Open and close Museum daily, turn on/off lights, and put out appropriate signage
- Oversee the lobby and reception areas, ensuring all visitors are warmly greeted, and that space is neat and tidy
- Handle Museum admissions transactions (cash, check, credit card)
- Respond promptly and warmly to incoming telephone and email inquiries from membership base, visitors, vendors, and the general public
- Cover occasional visitor services shifts at Mabee Farm Historic Site, including opening and closing building, handling admissions, and giving 1-hour guided tour

Office Manager/Administrative Responsibilities
- Manage incoming and outgoing daily mail, packages, and bulk mailings, and prepare labels using the online USPS system
- Manage and order office and maintenance supplies
- Manage SCHS telephone system, office copies, printers, and order respective supplies
- Manage electronic filing systems including office calendar, contracts, 501c3 correspondence and more
- Oversee the gift shops, including managing gift shop inventory and training personnel
- Work with staff to update and maintain donor reports, correspondence, prospecting records, board profiles, and membership profiles in Donorsnap database
- Obtain W-9s, contractor contracts, and insurance certificates as needed
- Assist with onboarding new employees
- Manage annual renewal of insurance
- Process any disability or workers comp claims
• Maintain and update employee bulletin boards (meeting all compliance rules), security codes and keys, and property tax exemption forms
• Make weekly bank deposits of cash and check

**Qualifications:** Associates or Bachelors degree and 2 years experience in an administrative role required. The ideal candidate is a friendly, flexible, and highly organized individual with very high attention to detail. Excellent communication skills, very reliable, ability to multi-task and deal with interruptions, and a welcoming demeanor for interacting with guests are also essential. Must be digitally proficient, with a working knowledge of Microsoft Office and Google Drive. The ideal candidate should also have excellent problem-solving skills to independently troubleshoot minor issues, and a high level of flexibility and collaboration to effectively work in a small team environment. Must be able and willing to work occasional evenings and weekends. Must be able to lift and carry or otherwise move 25 pounds.

**Terms:** This is a part-time position, Tuesday-Friday, 9am-5pm and one Saturday/month. Occasional evening hours are also required, as is participation in 2-3 major events each year. While this position is primarily based at the SCHS Museum and Library in downtown Schenectady, the successful candidate will also be expected to work occasional Saturday shifts at the Mabee Farm Historic Site. In joining a small, dynamic staff, candidates must be open to collaborative scheduling priorities and shared duties. Candidates must have a valid US driver’s license and access to a car for travel between SCHS sites. Employee benefits include medical insurance, retirement account, and generous paid sick leave, holidays and vacation time.

**About the Schenectady County Historical Society:** Featuring interactive exhibits, talks, workshops, concerts, education programs, and community events for all audiences, SCHS shares stories, inspires dialogue, and encourages understanding of the history, people, and cultures of Schenectady County.

SCHS is committed to being an inclusive organization, as an Equal Opportunity Employer, does not discriminate in its hiring or employment practices on the basis of race, color, creed, religion, gender, age, national or ethnic origin, physical or mental disability, military or veteran status, marital status, sex, sexual orientation, gender identity or expression, genetic information, predisposition or carrier status, domestic violence victim status, familial status, dating violence, or stalking, or any other category protected by applicable federal, state or local laws.

Employment at SCHS is contingent upon an acceptable background check result.