



## **JOB DESCRIPTION**

### **Title: VISITOR SERVICES MANAGER**

**Lexington Historical Society:** The vision of Lexington Historical Society (LHS) is to be a premier interpreter of the events of April 1775, and the faithful steward of all of the town's history through time. The mission of Lexington Historical Society has both local and national implications. As a town historical organization, it is the focal point for the collection and interpretation of Lexington's history through the ages. It also cares for and interprets three significant Revolutionary War house museums, artifacts and documents, which gives it a national and international audience.

Lexington Historical Society is an equal opportunity employer (EOE).

**Role:** The Visitor Services Manager is responsible for guaranteeing exceptional service and best practices that ensure the goals and mission of LHS are clearly reflected at all times. They will work with the Executive Director to ensure that the front of house operations of LHS run smoothly and efficiently. The Visitor Services Manager will be responsible for volunteer recruitment, initial training, and recognition; gift shop purchasing/sales, stocking and inventory; acting as point person for third party special events and rentals at LHS; and assisting with public programs/events as needed. On occasion the Visitor Services Manager could be called upon to lead tours at the three house museums.

**Responsibilities:** The Visitor Services Manager will:

- Shape the Visitor Services department through the design and implementation of visitor service offerings, systems, and procedures for LHS front of house operations such as tabulating attendance, managing gift shop inventory and revenue, and tracking volunteer hours and rental income.
- Create and manage the rental system and process for the various facility rental opportunities within the operations of LHS (i.e. wedding rentals, corporate events, etc.)
- Create and implement a plan for the retail operations of LHS both at physical on-site shops and via online sales.
- Recruit and train volunteers for the various roles at LHS - including retail volunteers, house greeters, collections volunteers and programs/special event volunteers.
- Manage a team of volunteers focused on the various business operations of retail, ticketing and facilities rentals.
- Attend and report at Committee meetings as needed.
- Work with the Interpretation & Curatorial Departments to ensure gift shop merchandise coordinates with current exhibitions at LHS.
- Assist with special events and other projects as agreed with the Executive Director - including the annual Golf Classic, Gala(s) and larger scale fundraising events.
- Be a brand ambassador to the Lexington community and beyond.
- Keep up-to-date on museum best practices by attending professional conferences.
- Other duties as assigned by the Executive Director



**Payment and Schedule:** This is a full-time position (40 hours a week), with weekend and evening shifts expected on a regular basis.

### **Requirements**

- A passion for people, museums, and American history and art
- Minimum 2 years of experience in a visitor facing role at a comparable organization
- Experience in hospitality, retail, attractions, or cultural organizations preferred
- A Bachelor's in business management, communications, museum studies, or a comparable field is required.
- Knowledge of admissions, POS, and online ticketing systems
- Ability to work with individuals from a wide variety of ethnic, cultural, and economic backgrounds
- Ability to identify and positively resolve visitor issues in the moment; strong decision making skills necessary
- Must be able to work weekends, holidays, and special events as necessary
- General knowledge of information technology and business software applications; must be highly proficient using Microsoft Office Suite
- Effective and persuasive communication skills; able to write and speak clearly and present information to a wide variety of internal and external stakeholders
- Must be able to stand and move around public areas of the museum for extended periods of time
- Foreign language skills a plus