



MUSEUM OPERATIONS COORDINATOR

The Annapolis Maritime Museum & Park, a non-profit museum in the Eastport community of Annapolis, seeks an organized, personable, and enthusiastic individual, who provides oversight and support for programs and operations at its Museum Campus.

About the Museum:

The Annapolis Maritime Museum & Park educates youth and adults about the area's rich maritime heritage and the ecology of the Chesapeake Bay through programs, exhibits and community events. We accomplish this mission through an engaging suite of hands-on programming and by bringing visitors to our two unique locations, both on Back Creek. The Museum is open to the public Tuesday – Sunday, 10am – 3pm.

Job Description:

Reporting to the Curator, the Museum Operations Coordinator is responsible for overseeing the daily operations of the Museum Campus. This position is responsible for the supervising the visitor services desk at the museum which is staffed by volunteer support. This position also supports the Curator by implementing public programming and offering administrative grant support.

The main areas of focus for this position are:

- 60% day to day operations of the Museum Campus
- 40% grant writing and administrative support

This is a full-time position – 40 hours per week, located at the Museum Campus in Eastport - 723 Second Street Annapolis, MD 21403.

Duties of the position include:

- Visitor Services Management
 - Oversees daily Visitor Services operations, and proactively assess and recommend enhancements and improvements that are aligned with the museum's mission and budget.
 - Ensures an excellent customer experience by training and supporting visitor services volunteers.
 - Acts as on-site visitor services representative during museum operating hours if volunteers are not available.
 - Collaborates with all museum staff to ensure that information about museum history, exhibitions, and programs are effectively shared with the public by Visitor Services staff.
 - Serve as primary liaison with exhibit maintenance contractors (for digital interactives and aquarium maintenance).
 - Work with the museum's communications team to update in-exhibit event and promotional materials.
 - Ensure professional appearance and maintenance of front- and back-of-house Visitor Services areas, including public desks, office, and workspaces.

- Proactively leads and manages the Visitor Services team in collaboration with Visitor Services Volunteer Lead, including recruitment, scheduling, training, recognition, and tasks management (gift shop inventory), etc.
 - Perform other department management and training responsibilities as needed and assigned.
- Administration
 - Review and report on key performance indicators monthly and recommend improvements to maximize revenue in admissions, group sales, and merchandise sales.
 - Manages and retains accurate records, logs and financial reports including conducting a daily cash box audit and accurately keeping all financial/ticketing system records.
 - Prepares daily reports of admission/attendance, merchandise sales and maintenance issues.
 - Responsible for programming and managing the Altru ticketing system.
- Marketing Relationships
 - Fosters a positive working relationship with the local visitor center, Visit Annapolis. Includes hosting a minimum of two familiarization tours per year.
- Visiting Groups
 - Schedules and oversees group sales for tours at the Museum Campus for groups (including but not limited to private, corporate, school groups and more) using Altru system.
 - Schedules docent and visitor services support to accommodate visiting groups.
- Grants
 - Grant writing and reporting under supervision of the Curator.
 - Completes grant administrative duties including managing deadlines (through grant database GrantHub), grant files for auditing purposes, and grant opportunity research.
 - Acts as point of contact for all staff and manages grant spending records.
 - Prepares a monthly report on grant progress, deadlines, etc. and communicates this information effectively by leading monthly grant meetings with senior staff.
- Museum Gift Shop
 - Trains volunteers to drive sales through engagement of customers and sharing product knowledge.
 - Maintains ordering connections with product suppliers and completes wholesale purchases as necessary to maintain proper stock.
 - Completes, or directs volunteer efforts to complete, quarterly merchandise inventory, provides data and reports on annual sales benchmarks, and provides annual inventory reports for audit.
 - Maintains POS (Altru) for optimum functionality of hardware and software and to ensure ease of use by volunteers.
 - Updates and maintains online store and completes, or directs volunteers to complete, online shop orders.
 - Implements the annual shop sales calendar established by the Curator and works collaboratively with the Curator and Marketing Coordinator to promote the shop.
- Public Programs
 - Coordinates and implements public programming calendar as established by the Curator and coordinates public programs with partners (i.e. Maryland Day).
 - Participates in the annual Winter Lecture Series planning committee, communicates with speakers and handles program logistics.
 - Implements and coordinates off-site programs including scheduled talks for seniors and adult audiences as established by the Curator.

- Designs, collects, and analyzes program surveys regularly and works collaboratively with the Curator and the Marketing Coordinator to promote programs.
- Updates website (WordPress) and manages program ticket links (Altru).
- Represents the museum at community events as necessary.
- Facility Operations
 - Coordinates and schedules professional cleaning and maintenance services with direction from the Curator.
 - Manages building and office supply inventories including reorders and handling acceptance, storage, and dissemination of deliveries.
 - Coordinates work with outside contractors for building maintenance, IT services, and operations on an as needed basis including securing bids and scheduling services.
- General
 - Responds to inquiries, phone calls, and email in a timely and responsive manner.
 - Other duties and responsibilities as assigned.

Expertise and Skills Required for the Position:

- Strong management skills including planning, coordination, and organization is required.
- Experience working with volunteers and/or organizing community events and activities is preferred.
- Ability to perform physical work, including working in outdoor elements and lifting up to 50 lbs. unaided is required.
- General knowledge and interest in maritime history and ecology of the Chesapeake Bay is preferred.
- Ability to articulate and mission and values of the Annapolis Maritime Museum & Park.
- A successful candidate will have the ability to work well under stressful conditions, negotiate different personalities, and work under competing priorities while managing a wide variety of tasks.

Qualifications:

A bachelor's degree and at least 2 years of experience is preferred; or an equivalent combination of experience and education.

Hours: Exempt (Salary); some evenings and weekends required. Flex schedules available.

Travel: Within Anne Arundel County and occasionally the surrounding area (e.g. Baltimore)

Compensation: The salary range for this position is \$40,000 to \$45,000 and is based upon a wage analysis across the organization. The Annapolis Maritime Museum & Park values work-life balance and a family-friendly atmosphere. Our paid time-off includes 3 weeks of vacation leave, 8 paid holidays, 3 floating holidays, and additional leave options. In addition, our benefits package includes 100% company paid medical, dental, and vision insurance for the employee, company paid life insurance, AD&D, short and long-term disability, 401K retirement plan with employer matching up to 3%, and flexible work options including telecommuting and non-traditional work hours.

To apply, send cover letter, resume and writing sample to curator@amaritime.org with the position title and your first and last name in the subject line.

The Annapolis Maritime Museum & Park is an Equal Opportunity Employer.

Visit our website at www.amaritime.org