



## **GUEST SERVICES COORDINATOR**

The Annapolis Maritime Museum & Park (AMM), a non-profit museum in the Eastport community of Annapolis, seeks an organized, personable, and enthusiastic individual, who provides operational support for the museum and the historic skipjack *Wilma Lee*.

### **About the Museum:**

The Annapolis Maritime Museum & Park (AMM) is a major community asset serving Anne Arundel County and beyond. AMM educates youth and adults about the Annapolis 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 campuses on Back Creek and aboard the Museum's historic skipjack, *Wilma Lee*.

A volunteer board of 17 distinguished community members and a professional staff oversee the operations and long-range planning for this tax-exempt 501(c)(3) nonprofit organization. We are proud to share that our thriving cohort of nearly 250 volunteers are involved in all aspects of the Museum's functions.

The Education Center at the Museum's Park Campus offers four core education programs, as well as field trips, family programs, afterschool programs, summer camp, and more. The Education Center serves more than 12,000 students annually.

AMM hosts numerous events and programs throughout the year (e.g., Boatyard Beach Bash, Oyster Roast & Sock Burning, Tides & Tunes Summer Concerts and September Sunsets Concert Series, Winter Lecture Series and serves as a gathering place for both civic and community functions.

### **Job Description:**

Reporting to the Curator, the Guest Services Coordinator is responsible for assisting with board relations, accounting, human resources, and the administrative duties related to the operations aboard AMM's historic skipjack *Wilma Lee*. This is a full-time position – 40 hours per week, located at the Museum Campus in Eastport - 723 Second Street Annapolis, MD 21403.

The main areas of focus for this position are:

- 60% day to day operations of the Museum Campus
- 40% administrative support for skipjack *Wilma Lee*

### **Duties of the position include:**

#### **Museum:**

- Visitor Services Management
  - Oversees daily Visitor Services operations, and proactively assesses and recommends enhancements and improvements that are aligned with the museum's mission and budget.
  - Ensures an excellent customer experience by training and supporting visitor services and docent volunteers.
  - 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 and volunteers.

- Serves as primary liaison with exhibit maintenance contractors (for digital interactives and aquarium maintenance).
- Works with the museum's communications/marketing team to update in-exhibit event and promotional materials.
- Ensures professional appearance and maintenance of front- and back-of-house Visitor Services areas, including public desks, offices, 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.
- Performs other department management and training responsibilities as needed and assigned.
- Administration
  - Reviews and reports on key performance indicators monthly and recommends 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.
  - Responsible for programming and managing the Altru ticketing system including releasing online tickets, managing daily sales pages, and communicating and troubleshooting needs with Altru customer representatives.
- Visiting Groups
  - Schedules docent and visitor services support to accommodate visiting groups.
  - Coordinates visitation and tour details for all visiting groups.
  - Coordinates museum and *Wilma Lee* experiences as requested for reporters, influencers, and writers in collaboration with Visit Annapolis and Anne Arundel County.
- 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.
  - Represents the museum at community events as necessary.

### *Wilma Lee:*

- Cruises
  - Manages ticketing of *Wilma Lee* public and specialty cruises and ensures effective and accurate communication with customers on departure locations, weather cancellations, etc.
  - Manages and updates *Wilma Lee* specific pages on museum's official website (amaritime.org).
  - Works closely with Captain of *Wilma Lee* to implement specialty cruises and programs on *Wilma Lee* including vendor coordination.
  - Acts as U.S. Coast Guard point of contact – receive passenger count for each cruise.
  - Confirms heritage cruise volunteer docents for each scheduled cruise - weekly.
  - Coordinates food, beverage, and merchandise needs based on inventory counts provided by First Mate.
  - Designs, collects responses, and reports on customer survey results and key performance indicators weekly and recommends improvements to maximize revenue.
  - Manages *Wilma Lee* volunteer docent/tour guide training schedule, uniforms, and tour related materials.
- General
  - Responds to inquiries, phone calls, and email in a timely and responsive manner. Calls must be handled on the days of the cruise, this includes Saturdays and Sundays.
  - Other duties and responsibilities as assigned.

### **Expertise and Skills Required for the Position:**

- Strong management skills including planning, coordination, and organization are 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 high school diploma and at least 2 years of experience is preferred; or an equivalent combination of experience and education.

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

**Travel:** None required.

*Mandatory COVID-19 Vaccination Policy: Vaccination is a vital tool to reduce the presence and severity of COVID-19 cases in the workplace, in communities, and in the nation. AMM has adopted this policy on mandatory vaccination to safeguard the health of our employees from the hazard of COVID-19.*

**Compensation:** The salary range for this position is \$39,000 - \$45,000.

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 resume to [curator@amaritime.org](mailto: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](http://www.amaritime.org)