

GENEVA HISTORICAL SOCIETY
Job Description
Visitor Services and Public Programs Manager
at Rose Hill Mansion and Johnston House

The Visitor Services and Public Programs Manager is a key member of a small team which collaborates in the effective operations of the Geneva Historical Society. Reporting directly to the Executive Director, the Manager is responsible for overseeing the visitor experience and development of public programming at Rose Hill Mansion and Johnston House. Other duties include assisting with school programming at Rose Hill Mansion and Johnston House, training and overseeing those involved in the interpretation of Rose Hill and Johnston House, and managing the day-to-day operation of the Carriage House Gift Shop and Visitor Center at Rose Hill. The position is Wednesday through Sunday from May to October and the schedule for November through April is Monday through Friday. For security purposes, the Manager is required to live in the Carriage House at Rose Hill. The position is full-time with health care and benefits.

SPECIFIC RESPONSIBILITIES

I. PROGRAM DEVELOPMENT AND INTERPRETATION

- In collaboration with other staff, lead the development and implementation of interpretative programming and special educational events for audiences of all ages at Rose Hill Mansion and Johnston House.
- Explore creative ways to present and interpret Rose Hill Mansion and Johnston House.
- Conducts tours of Rose Hill Mansion as the primary interpreter when the site is open to the public.
- Conduct tours of Johnston House as needed
- Implement programming for school-age students at Rose Hill Mansion and Johnston House as directed by the Director of Education.
- In collaboration with other staff, lead the development and creation of temporary exhibits at Rose Hill Mansion and Johnston House
- Conduct appropriate research to support the interpretation of Rose Hill Mansion and Johnston House.

II. STAFF TRAINING AND SUPERVISION

- Train and supervise docents and volunteers at Rose Hill Mansion and Johnston House.
- Update and maintain educational materials about Rose Hill Mansion and Johnston House for staff and volunteers involved in site interpretation.

III. Visitor Services

- Coordinate the seasonal operation of the Carriage House Visitor Center and Gift Shop and Rose Hill Mansion by, but not limited to, scheduling docents, working with the Volunteer Gift Shop Manager on the management of the Gift Shop, and performing opening and closing procedures.
- Coordinate the seasonal operation of Johnston House by, but not limited to, scheduling docents and performing opening and closing procedures.
- Handle visitor concerns, comments and complaints
- Coordinate group tours of Rose Hill Mansion and Johnston House
- With the Office Manager, coordinate outside rentals of Rose Hill Mansion

Other

- In collaboration with the Director of Education and Executive Director, market and disseminate information about Rose Hill Mansion and Johnston House.
- Participate in professional development opportunities as approved by the Executive Director.
- Prepare monthly reports for the Board of Trustees
- Explore ways to interpret and present Geneva's history to the public by, but not limited to, writing blog articles, collaborating with other organizations on projects, managing Rose Hill Mansion's Facebook page and speaking engagements on behalf of the Historical Society
- Work with the Facilities Manager on the care and maintenance of the grounds and buildings at Rose Hill and Johnston House as needed.
- Assist with other Geneva Historical Society programs, special events and fundraising events as assigned by the Executive Director.