



**Position: Shark Center Manager**

**Location: 235 Orleans Road, North Chatham, MA**

**Start Date: April 3, 2023**

**Organization Description:** The Atlantic White Shark Conservancy (AWSC), established in 2012, is a non-profit organization whose mission is to support scientific research, improve public safety, and educate the community to inspire white shark conservation.

**Position Summary:** The Atlantic White Shark Conservancy seeks a **full-time Shark Center Manager** for AWSC's outreach facility in Chatham. This position is an ideal opportunity for a self-motivated professional to contribute to a growing non-profit organization with his/her skills and experience in facilities operations.

Reporting to the Education Director, the Shark Center Manager is responsible for overseeing the day-to-day operations of the center, recruiting and training volunteers and seasonal staff, assisting in the development of educational experiences at the facility, and managing all aspects of events.

**Principle Responsibilities:**

**Operations for the Shark Center (SC) – 60%**

- Manage the day-to-day operations on a year-round basis.
- Manage daily reporting to include financial accounting, cash flow, visitor counts and visitor record-keeping.
- Serve as the building coordinator and primary contact for exhibits and programs, including exhibit expansion and updates.
- Develop and implement a marketing plan for the various ways the SC can be used to optimize the space and its revenue potential.
- Organize holiday events to engage the community during the off season (Trick or Treat, Photos with Santa, etc.)
- Maintain and update front desk and exhibit technology.
- Schedule and host private events.
- Work with the Education Director and Community Engagement Manager to schedule and prepare the SC for educational programs.
- Work with education and research staff to obtain feedback on designs, and to install new exhibits.
- Update and manage online reservation system.

**Staff and Volunteer Management – 25%**

- Hire and manage seasonal Shark Center Coordinator and front desk attendants.

- Hire and manage seasonal college interns and mentor them during their internship.
- Recruit, train, and schedule volunteers.
- Ensuring all staff and volunteers are providing positive customer service interactions and educational information.

#### **Shark Center Merchandise – 5%**

- Stock and display shelves.
- Maintain communication with the Merchandise Manager to ensure the shop is stocked and presented well.

#### **General Management and Administration – 10%**

- Attend meetings and events.
- Develop and maintain connections in the community that are important to the presence of the SC and its activities, such as relationships with local authorities, Chambers of Commerce, and other local businesses.
- Assist with budget planning and implementation.
- Maintain consistent communication with the Education Director, including honest and realistic assessments of what's working and where additional support could be helpful.
- Collaborate with peer staff members to ensure that AWSC is efficient and effective in its program delivery and engagement with various stakeholders.

#### **The Ideal Candidate:**

The ideal candidate is an action-oriented professional who thrives in a hands-on work environment. He/she is a manager and leader, but also rolls up his/her sleeves to get the job done, regardless of the task. As a manager, he/she leverages the skills and experience of the entire team and actively participates in delivering necessary outcomes rather than only delegating. He/she understands how to think creatively and collaboratively and can get people excited about a common goal.

#### **Qualifications:**

- Demonstrated experience managing a visitor-focused facility.
- Demonstrated experience working with youth in formal or informal education.
- Demonstrated experience managing a diverse workforce of seasonal, part-time, and volunteer team members.
- Self-starter with an enterprising mindset.
- Strong professional judgment and the ability to work effectively with minimal oversight.
- Demonstrated skills in organization, time management, and project management.
- **Must be able to work nights and weekends.**
- Bachelor's degree or equivalent experience required.
- All employees are required to complete a criminal background check upon the time of hire and throughout the term of employment.

**Compensation:** Salary is \$50,000 annually. Position is benefits eligible.

**To Apply:** Please send an email with a cover letter explaining your interest in the position, your resume, and three (3) professional references and their contact info to: [jobs@atlanticwhiteshark.org](mailto:jobs@atlanticwhiteshark.org). The subject of your email should include "Shark Center Chatham Manager."

*The Atlantic White Shark Conservancy is an Equal Opportunity Employer and encourages candidates of all backgrounds to apply. Diversity of opinions, experiences, and backgrounds is a key asset.*