Main House Manager - Job Description

General
The Fells Main House Manager is responsible for overseeing services at the Main House including the Docents, Greeters, and Shop along with the Kiosk, assuring that the highest level of visitor expectations is met. This requires communication with the office, Education Department and landscape staff, maintenance crew and House volunteers, in addition to being alert to visitors’ needs. This position also has first-hand exposure to Intern and Volunteer use of the Main House and is responsible for monitoring activities and taking appropriate action. This position is seasonal part-time and reports to the Outreach Director.

Duties include but are not limited to:
- Coordinate Scheduling of Main House Docent/Greeter, Kiosk schedule using email and telephone and provides updated copies to the office.
- Train/coach historic tour docents, greeters, shopkeepers, and Kiosk attendants and assist with season’s opening training for all personnel.
- Communicate with Outreach Director regarding schedule & visitation attendance
- Oversee/prepare visitation records at Kiosk and Tour logs at Main House.
- Assist with private and fund-raising events, including on-site supervision and hospitality.
- Open/close the Main House and Gatehouse (when not otherwise staffed) and oversees cash operations and visitor services.
- Supervise tour schedule and adapt as appropriate.
- Conduct historic tours and answers questions, researching answers when appropriate.
- Assist Education Department with exhibits (art, history & ecology) making sure visitors are enhancing their visit by viewing, understanding and enjoying them.
- Assist the volunteer Shop Manager with the overseeing of the Shop inventory, orders and sales when necessary.
- Oversee housekeeping (including rest rooms), floral arrangements, and cleanliness of Main House, including hands-on assistance when necessary.
- Oversee Intern use of kitchen and Intern adherence to House Rules, taking action when necessary.

Required Qualifications:
- College degree preferred with 5 to 10 years of experience in a field closely related to historic site and/or museum management, education, or comparable experience
- Excellent oral communications skills necessary for this public facing opportunity
- Experience building relationships and working with volunteers or similar large staff
- Self-starter, ability to work independently and an ability to handle multiple concurrent projects
- Well-developed diplomacy, organizing and coordinating skills with strong attention to detail

Hours: Seasonal (May – November), part-time position. Weekend hours required along with some evening hours
Compensation: based upon credentials and experience of candidate

Availability: Ideally, the applicant would be available by May 1st, 2019

How to Apply: Please send cover letter and complete resume to jobs@thefells.org
Advertising for the Shopper – short blurb

**Main House Manager**
(Seasonal part –time, May -November) Responsible for overseeing services, safety, and security at the Main House, Shop, and Kiosk. Do you enjoy meeting people and working with large groups of people? Are you a self-starter who can juggle multiple priorities, are organized and have attention to detail? This is the job for you!

Shorter Version:
Seasonal part –time,) Do you enjoy history and art? Responsible for overseeing services, safety, and security at the Main House, Shop, and Kiosk. Do you enjoy meeting people and working with large groups of people? Are you a self-starter who can juggle multiple priorities, are organized and have attention to detail? This is the job for you!