



NIAGARA FALLS UNDERGROUND RAILROAD HERITAGE CENTER

Director of Operations

Hours: 40 hours/week

Salary Range: \$42,000-47,000/year

Status: Full time, salaried, exempt

Reports to: Executive Director

The Niagara Falls Underground Railroad Heritage Center aligns with the American Alliance of Museums' position that diversity, equity, accessibility, and inclusion in all aspects of museum structure are vital to the future viability, relevance, and sustainability of museums.

We are an Equal Opportunity Employer.

Background:

The mission of the Niagara Falls Underground Railroad Heritage Center is to reveal authentic stories of Underground Railroad freedom seekers and abolitionists in Niagara Falls and to inspire visitors to recognize modern injustices that stem from slavery and to take action toward an equitable society. The Heritage Center is an experiential museum operating every Tuesday through Sunday in the visitor season and Thursday through Sunday in the Winter season. We offer self-guided tours, facilitated guided tours, school field trips, and numerous public programs throughout the year.

Through meaningful interpretive experiences, engaging public programs, services and events, we expand each visitor's understanding of and appreciation for the Underground Railroad in Niagara Falls and the enduring impact of slavery in the United States.

Position Summary:

The Director of Operations helps ensure the smooth administration and operation of the Heritage Center and participates as a member of the leadership team. This role has four essential functions: to manage the daily operations of the museum, including the Visitor Experience Team staff; to manage the museum shop; to account for daily financial transactions; and to manage the Heritage Center membership programs. In addition, the Director of Operations fills in as member of the Visitor Experience Team and provides tours when necessary.

A successful candidate has a love of history and a passion for social justice, is extremely attentive to detail and an excellent communicator, and will feel confident and comfortable providing educational experiences to visitors of different backgrounds.

Objectives:

- Oversee efficient operation of the Heritage Center.
- Ensure the front of house runs smoothly and visitors have an excellent experience.

- Track and meet revenue goals for group tours and retail sales.
- Coordinate to ensure success of visitor experience staff.

Essential Responsibilities:

- Day-to-Day Operations:
 - Responsible for oversight and integration of quality, services, and efficiency of the day-to-day operations at the Heritage Center within the areas of accounting & budgeting, administrative services, programs and events, human resources, information technology, physical plant, safety & security, and visitor/retail services.
- Visitor Services:
 - Manage/coordinate front line staff, making schedules to ensure adequate staffing for tours and school trips, and assigning projects to the Visitor Experience Specialists as needed.
 - Book tours, monitor all group tour correspondence, and maintain the museum's policies for groups.
- Museum Shop:
 - Manage vendor relations, conduct product research, maintain inventory, determine appropriate prices, and arrange retail displays.
 - Prepare revenue reports and make projections for future revenue.
- Financial Administration:
 - Responsible for reviewing and providing guidance in budgeting process. Recommends financial and budgeting strategies to the Interim Director. Reviews and assists in prioritizing funding and grant proposals, changes in ticket prices, membership, etc.
 - Reconcile daily sales transactions, prepare and make bank deposits, and prepare financial reports.
 - Establish and ensure fiscal best practices.
- Membership:
 - Manage Heritage Center's CRM system, Altru.
 - Responsible for all phases of the Heritage Center's membership program, including expirations, renewals, new members, and incentives.
- Visitor Experience Team Member:
 - Provide educational content to guests with accurate, interesting, and pertinent historical information about the Underground Railroad in Niagara Falls in an engaging, timely, and articulate manner through guided tours.
 - Train in and implement a conversational facilitated dialogue with patrons, meeting them where they are and providing an impactful experience.
- Additional duties as assigned.

Qualifications:

- A minimum of four years of customer or visitor service experience with increasing responsibility and manager or supervisory experience; or an equivalent combination of education, training and experience.
- Demonstrated attention to detail, time management skills, and problem solving ability.
- Demonstrated knowledge of retail best practices and procedures.

- Excellent and professional communication skills via phone, email, and in-person.
- Database or CRM experience a plus.
- A passion for social justice, and interest in African American studies and Niagara Falls history.
- Demonstrated ability to work with a diverse group of colleagues and with visitors from diverse cultures and life experiences.
- Commitment to team process and fostering a collaborative working environment.
- Ability to be an energetic leader that models best practices for staff.
- Bachelor's degree in relevant field preferred.
- Museum experience preferred.
- Bilingual applicants are encouraged.

Special Requirements:

- Must have a valid driver's license and vehicle to perform job-related tasks.
- Must be able to lift 50 pounds and stand/walk for long periods on varying surfaces, inside and outside, and in a variety of conditions.
- Must be available to work frequent weekends, evenings, and holidays.

To Apply:

Qualified candidates should submit an application consisting of both **a resume and a cover letter** demonstrating their qualifications. Incomplete applications will be considered unfavorably.

Submit to:

Ally Spongr, Interim Director, Niagara Falls Underground Railroad Heritage Center

ally@niagarafallsundergroundrailroad.org
or 825 Depot Ave. West, Niagara Falls, NY 14305

The deadline to apply for this position is Wednesday, April 20th, 2022. Review of applications will begin on Thursday, April 21st, 2022, and will continue until the position is filled. Due to the volume of applications, only candidates invited to interview will be contacted.

For more information on the Niagara Falls Underground Railroad Heritage Center and Area, please visit <http://niagarafallsundergroundrailroad.org/>.