

Historic **GENEVA**

Job Description **Visitor Services and Programs Manager** **at Rose Hill Mansion and Johnston House**

The Visitor Services and Programs Manager is a key member of a small team which collaborates in the effective operation of Historic Geneva. Reporting directly to the Executive Director, the Manager is responsible for overseeing the visitor-centered operations at Rose Hill Mansion and Johnston House. Duties include engaging visitors of all ages through tours and programs, training and supervising seasonal staff at 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 and housing is provided. The position is full-time with health insurance, paid time off (vacations, sick leave, and holidays), and contributions to retirement.

Specific Responsibilities

Program Development and Interpretation

- In collaboration with other staff, lead the development and implementation of interpretative programming and special 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.
- Conduct 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 research to support the interpretation of Rose Hill Mansion and Johnston House.

Staff Training and Supervision

- Identify volunteer and intern projects.
- Train and supervise tour guides, volunteers, and interns at Rose Hill Mansion and Johnston House.
- Update and maintain educational materials about Rose Hill Mansion and Johnston House for staff, tour guides, volunteers, and interns.

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 tour guides and volunteers,

- working with the Gift Shop Manager on the management of the Gift Shop, basic housekeeping duties, and performing opening and closing procedures.
- Coordinate the seasonal operation of Johnston House by, but not limited to, scheduling tour guides and volunteers, basic housekeeping, and performing opening and closing procedures.
 - Handle visitor concerns, comments and complaints
 - Coordinate group tours of Rose Hill Mansion and Johnston House

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
- Responsible for keeping records of monthly attendance figures for Rose Hill and Johnston House from May to October.
- Explore ways to interpret and present Geneva's history to the public by, but not limited to, writing blog and newsletter articles, collaborating with other organizations on projects, creating posts for Historic Geneva's social media accounts and speaking engagements on behalf of Historic Geneva
- Work with the Facilities Manager on the care and maintenance of the grounds and buildings at Rose Hill and Johnston House.
- Assist with projects, programs, and events assigned by the Executive Director.