

Title: Cana Island Site Manager

Reports to: Executive Director

SUMMARY

The Door County Maritime Museum's Cana Island Site Manager is a part-time seasonal position (typically May through October) with responsibility for the overall administration and supervision of the museum facility in Baileys Harbor, Wisconsin. The primary responsibility of the Cana Island Site Manager is to provide onsite coordination of general operations, visitor activity and museum store sales. This position is also responsible for greeting visitors, answering questions about the lighthouse and its history, ensuring top notch customer service is provided by all personnel and making sure all visitors have a safe and enjoyable experience.

RESPONSIBILITIES:

- Responsible for overall guest satisfaction and customer service and increasing admission numbers
- Responsible for all monies collected at the site including proper handling of nightly deposits
- Assists in hiring staff and ensuring staff is CTA trained
- Responsible for staff scheduling and training
- Monitor and ensure assigned duties are carried out by all Cana staff. Provide training and instruction on facility operations and museum policies and procedures.
- Works with museum Store Manager to maintain and stock museum store
- Assist in curatorial exhibit organization
- Coordinate volunteer tractor/wagon drivers
- Maintain maintenance schedule for tractor needs
- Works with Store Manager and IT for technology needs
- Weekly reporting to ED and attend staff meetings making sure there is a flow of open communications with Cana, Sturgeon Bay and Gills Rock
- Make recommendations to ED & Maintenance on project needs
- Perform simple maintenance and cleaning tasks as required
- Communicate with Curator on exhibit maintenance needs and with the ED on building maintenance needs
- Communicate with Sturgeon Bay Office Manager for office supplies, Store Manager for store supplies and Sturgeon Bay's Maintenance/Cleaning for toiletry needs

SKILLS AND ABILITIES:

- Knowledge and understanding of general museum environments
- Knowledge of retail operations, retail store management and visual merchandising
- Demonstrates resourcefulness, good judgment, excellent oral and written communications skills and excellent organizational skills
- Excellent public relations and customer service skills, including customer service concepts and techniques
- Excellent organizational skills and ability to manage several projects at once
- Ability to communicate effectively with Sturgeon Bay office and main Store Manager

- Highly motivated and detail oriented
- Must be customer focused
- Ability to problem solve and function in a cooperative team environment
- Ability to work a flexible schedule that may include evenings, weekends, and holiday assignments

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the noise level in the work environment is usually quiet.

PHYSICAL DEMANDS:

The physical demand described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hand and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.