

City of Roswell

Department: Recreation, Parks, Historic & Cultural Affairs

Division: Historic Assets

Job Recruitment Title/Descriptor: Operations and Interpretation Coordinator

City Title: Site Coordinator, FLSA Status: Full-time (Exempt)

Reports to: Historic Assets Manager

Hiring Salary Range: \$44,979.00 - \$58,473.00

Posting Date: Open until 2/24/2021

Background:

The City of Roswell seeks a qualified Operations and Interpretation Coordinator to engage a team of part-time staff and volunteers towards the care of Historic Assets, consisting of multiple properties with approximately 15 acres. Daily public operations of the Historic Assets currently consists of Barrington Hall (ca. 1842), Bulloch Hall (ca. 1839), and Smith Plantation (ca. 1845). The Historic Assets Division of the Roswell Recreation, Parks, Historic & Cultural Affairs Department is in an exciting position for growth as future plans include development of Mimosa Hall and Gardens (ca. 1847), 9 acres, as well as other historic landmarks within the City of Roswell for an inclusive approach to community preservation, interpretation, and engagement. The City's Historic Assets are a regional tourism attraction; open six days a week.

Purpose:

This position provides daily management and oversight for exemplary operations, interpretation, collections care, and customer service of multiple sites. Part of a two-person team within the Historic Assets Division, the Operations and Interpretation Coordinator supports and compliments the Facilities and Grounds Coordinator to ensure a quality visitor experience while working to protect City of Roswell assets. This position oversees a full-time education supervisor along with a team of part-time docents and collections management staff, as well as an established volunteer core. Overseeing administration, programming and interpretation, collections care, rental program, and special events for multiple sites are all key operational functions. The primary purpose of this position is to prioritize, manage, assign, problem solve, and monitor work of said functions. A successful employee will have the vision and ingenuity to see a holistic interpretation of Roswell's Historic Assets while creating collaborative opportunities that highlight the strengths of individual sites, other Department Divisions, and partner organizations. It is our aim to curate physical environments and experiences that foster reflection and meaning for visitors and enhance the quality of life for Roswell citizens.

Examples of Position Responsibilities:

- As caretakers of properties listed on the National Register of Historic Places, safeguard work to protect the historic integrity of structures and landscapes.
- Supervise activities of assigned employees, volunteers, or interns; direct and evaluate work product and results; process employees, volunteers, or intern concerns and problems.
- Manage overall scheduling information, departmental training, coaching, feedback, and, if needed, disciplinary action. Interview applicants for positions as needed. Demonstrates leadership and understanding of staff motivation.
- Monitor any customer service or operational site emergencies, including but not limited to, house coverage, tour problems, customer complaints, safety issues, inclement

weather; work closely with Historic Assets Manager and other Department Staff to protect interest and safety of City property.

- Organize, create, and communicate regular administrative reports, including but not limited to, admission numbers, visitor data processing, admission revenue and deposits, program and special event evaluation reports. Reporting may be on a weekly, monthly, quarterly, and annual work basis. Ensures relevant and proper documentation of activities and accomplishments.
- Experience with budget planning and management; work with staff to develop program budgets on an on-going basis.
- Supervise coordination and productive partnership with several volunteer and partner organizations as related to programming, events, and interpretation.
- Demonstrates knowledge of large-scale special event project management, including but not limited to, sponsorship recruitment, vendor management, scheduling, budgets, marketing, directing staff and volunteers, execution and evaluation.
- Coordinate work order procedures and execution for multiple sites while following procurement policies.
- At the request of the Historic Assets Manager, represent the Division on committees and perform related duties as assigned in regards to public outreach and communication.
- Able to work collaboratively within a large Recreation, Parks, Historic & Cultural Affairs Department, with multiple Divisions, in order to better support Historic Assets initiatives and activities within broader Department goals.
- Maintain on-going professional development in the field of house museum management and interpretation, among other topics.
- Willing to participate in ongoing training in regards to site history and interpretation; is open to facilitating conversations about difficult history and leading training initiatives to ensure a high level of public engagement and meaning.
- This description is not intended to be a complete list of all responsibilities, duties, skills, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of key responsibilities of the job as it is at present, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

Qualifications:

- Bachelor's degree required in history, museum education, or related field from an accredited college; Master's degree in related field strongly preferred.
- Minimum of five years progressive experience and responsibility in museum operations or education, three of which are holding a supervisory leadership position directing a varied group of staff and volunteers.
- Experience preferably within a mid to large range historic or cultural institution with collaboration across education, curatorial, and operational functions preferred.
- Exceptional written and verbal skills. Ability to communicate and influence effectively utilizing interpersonal skills to maintain positive relationships with staff, volunteers, partners, vendors and guests. Ability to express oneself clearly and concisely while presenting information. Proven public speaking skills are strongly preferred.
- Background in successful collaboration with staff, volunteers, partners, stakeholders, and guests from diverse social backgrounds and viewpoints.

- Excellent management and organizational skills necessary to administer workload.
- Flexibility and the ability to cope with quickly changing priorities is required; this job requires patience and imperturbability.
- Computer skills (Microsoft Office Suite) for E-mail, Excel or Word Documents, and various on-line functions. Must be experienced with Zoom or basic virtual, distance learning, technology in order to develop varied programmatic opportunities.

Physical Demands:

- Physical Ability: Tasks require the ability to exert light to moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light to moderate weight (10-50 pounds).
- Employee is regularly required to stand, talk, observe and hear for lengths of time during tours and programs; and use hands to lift, handle or feel; and reach with hands and arms. Work is regularly performed in a combination of environments – mostly outdoors in various kinds of weather (hot, humid, cold, snow, and rain). Regularly exposed to dust, odors, pollen, fumes and noise.

Schedule/Additional Requirements:

- This position will need to be flexible with work arrangements and remote work between multiple sites as needed. The hours are subject to change but currently the schedule is anticipated to be Tuesday through Saturday, 8:00 a.m. – 5:00 p.m. The position requires some overnight on-call duty and the ability to work during holidays, and nonstandard hours whenever the need arises.

Application Process:

Please apply through the City of Roswell website. Successful applicants will be contacted for an interview process. www.Roswellgov.com