Title: House Manager (Casual Position, No Benefits)

Department: Emily Dickinson Museum Reports to title: EDM Program Director

Full Time: _______ Part Time: x _______ Date Prepared: 9/22/16

Position Grade: N/A Regular Daily Work Schedule: _____ to varies

Pay Type: Weekly x_____ Monthly_____ Months Per Year: 10_____ Hours Per Week: 14____

(Summer Months) Months Per Year: 2_____ Hours Per Week: 20____

1. Summary of Position:

The House Manager oversees the operation of the Emily Dickinson Museum to ensure excellent visitor experiences. The House Manager is based in the Tour Center, which serves as the welcome center for the Museum and it houses the ticket counter, the Museum Shop, and orientation exhibits. The House Manager supervises Museum Guides, Museum Assistants, and Assistant House Manager. Contributes to success of the Museum’s fundraising plans by promoting membership and donor opportunities to visitors. Maintains knowledge of current trends in Dickinson studies and upholds museum best practices. Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment

Work Schedule: Hours are typically Friday and Saturday with the addition of Thursdays in the summer. May be asked to work extra hours, occasionally some evenings, for group tours and public programs that occur outside of the regular tour day.

2. Principal Duties and Responsibilities:

Tour Center (70%)
- Opens and closes the Museum for the daily tour schedule, including opening both the Homestead and The Evergreens and setting up and closing out Tour Center cash register and credit card machine.
- Manages the Tour Center and visitor services during the Museum’s open hours.
- With assistance from Museum Assistants, sells admission tickets for tours.
- Keeps an accurate record of visitor attendance.
- Sells Museum Shop merchandise.
- Handles visitor relations including special requests and acts as liaison between visitors and other
staff.
- Answers the Museum phone.
- Records notes in House Managers log book.
- Implements emergency procedures when circumstances require.

Scheduling and Training (15%)
- Creates and manages monthly tour schedule for Guides and Museum Assistants. Communicates with guides and Museum Assistants to gather monthly availability and conflicts; uses schedule template to create each month’s schedules.
- Assists Program Director with training of new museum assistants.

Gift Shop (5%)
- Restocks the gift shop’s floor inventory and assists Gift Shop Manager with the ordering of merchandise.

Group Tours and Public Programs (5%)
- Implements plans for group tours and public.

Other (5%)
- Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. **Internal-External Interaction/Communication:**

Frequent communication/interaction with individuals both inside and outside the Museum including other administrative units within Amherst College, students and faculty of the five colleges, partners and collaborators, and Museum visitors.

4. **Education:** (include certifications and licenses)

Required:
- High School Diploma or equivalent

Preferred:
- Bachelor’s Degree

5. **Experience:** (List specific skills necessary to perform this job)

Required:
- 2 years of experience in customer service, visitor services, or museum work
- Proficient in MS Office Suite
- Demonstrated high level of attention to detail, and strong organizational skills and ability to prioritize and pursue multiple projects at once
- Experience with point of sale (POS) systems

Preferred:
- Familiarity with Adobe Suite

6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)
• Constant walking or standing, frequently ascending/descending stairs
• Lift, carry, push and/or pull up to 35 lbs., occasionally lift, push, and/or pull up to 50 lbs. with assistance
• Visual – normal concentration
• Constant repetitive motions including fingers, hands, and wrists

7. **Decision Making:**

Ability to work independently within established guidelines and, at the same time, collaboratively with Museum staff, volunteers, and partner organizations.

8. **Supervision Exercised/Received**

Supervise casual and student workers.

  Supervisory Responsibility:  Yes  x  No  

  Number of Employees Supervised:  __10________