

LAKE GEORGE BATTLEFIELD PARK ALLIANCE

Member Services Manager

Job Details & Job Description

Employment details:

- Anticipated start date of position is May 15, 2023.
- Full-time seasonal position (May 15-November 15, 2023)
- Present at Battlefield Park Visitor Center in-season (May 26-October 29) and at other times as required.
- VC would welcome guests 6 hours per day (10-4) during open season described below; employee works 7 hours per day/35 hours per week.
 - May 26 to July 2, post-Labor Day to October 29: Friday, Saturday, Sunday
 - July 3 to Labor Day: Thursday, Friday, Saturday, Sunday, Monday
- Salaried position, paid semimonthly (e.g., 1st and 16th each month)
- Trustees and member-volunteers will assist Member Services Manager during VIC open hours as needed/relevant.

Job description / role/ expectations/ duties:

- Advise the Board of Trustees on marketing and fundraising strategies, and implement priorities in these areas as determined by Board.
- Prepare Alliance/Battlefield Park marketing literature for distribution to key venues and media.
- Serve as direct point of contact for Alliance members, addressing their requests and acting on their recommendations in coordination with the Board.
- Identify with Board key foundations and other funding/granting sources and solicit grants for key Alliance projects.
- Manage the Battlefield Park Visitor Center
 - Arrange historical displays as directed by Board of Trustees
 - Interact with visitors.
 - Solicit visitors' feedback.
 - Serve as a docent and all that it entails.
 - Conduct tours of facility and/or battlefield park as deemed necessary/ scheduled.
 - Assist Board of Trustees in determining any adjustments to the schedule of hours of operation and evaluation of long-term staffing requirements at the Center.
 - Opening and closing center based on agreed-upon schedule.
 - Adhere and follow the VC Policy and Procedures Manual
 - Oversee activities such as setting up exhibits, consult with Board of Trustees on existing exhibits, surveying visitors, and advising on volunteer staffing.
 - Ready the facility for guests each operating day and all that it entails.
 - Report any facility maintenance needs to Board of Trustees and/or DEC liaison.
 - Ensure facility is maintained at close of each day by facility cleaning crew (vacuuming / cleaning/ etc.)
 - Interact with visitors to learn their likes, dislikes, and suggestions for enhancements and share with Board of Trustees
 - Assist the Board of Trustees in determining enhancements and initiatives that attract foot traffic.
 - As requested, offer data for the use of the Board of Trustees in determining and evaluating various operational aspects of the VC.

- Oversee the positioning of exhibits and historical artifacts within the VIC and assure their safe-keeping as part of their responsibilities.
 - Responsible for distributing promotional VC rack card and maintaining sufficient stock at various locations.
 - Maintain record-keeping on VC rack card quantities, evaluate the highest distribution points.
 - Maintain record-keeping on how visitors learn of the VC and their interests and other relevant data / informational points.
 - Tabulate daily VC attendance, donations, volunteer hours, number of guests who access Alliance's guided park tours
- Other duties/responsibilities as assigned by Board of Trustees