



THE OLD BALDY FOUNDATION, INC.

And Smith Island Museum of History

VISITOR & MUSEUM SERVICES COORDINATOR (FULL TIME, HOURLY, NON EXEMPT POSITION) POSITION DESCRIPTION

REPORTS TO: **EXECUTIVE DIRECTOR**

POSITION SUMMARY: Reports directly to the Executive Director - Oversees and coordinates customer service, merchandising, inventory control, and other related activities for the gift shop. Schedules, leads, and oversees the day-to-day activities of support staff and volunteers. A strong focus on delivering exceptional customer service, driving revenue and maintaining a positive visitor experience is essential. Provides input into operating budgets, policies, and procedures, and provides leadership in the general marketing of the Gift Shop.

Visitor Services

1. Lead daily business operations at the historic site, including the visitor services desk, museum store, and historic campus, with specific attention to opening, closing, and emergency procedures.
2. Organize weekly schedules by delegating operational responsibilities to volunteer corps and departmental leads, as needed.
3. Collaborate with the OBF Educator to provide an engaging and informative visitor experience across generations.
4. Ensure visitor and operational requirements are factored into all broader decision making on projects, programs, and events.
5. Foster an enthusiastic team culture, emphasizing collaboration and creativity across departments, continuous improvement, and pride in the BHI community.
6. Be an ambassador of the BHI community by anticipating common visitor questions and being knowledgeable of the island's current events and logistics.

Retail and Merchandise Management

1. Assist ED in curating store merchandise that reflects the museum's identity while considering audience needs and price points.
2. Manage store inventory, CRM files, conduct physical audits, and ensure accurate SKU management using CRM and POS systems.
3. Fulfill online orders promptly and oversee daily operations of the onsite shop and ecommerce platform.

Volunteer Coordination

1. Serve as the historic site's volunteer coordinator by leading a robust volunteer program across departments (education, customer service, events).
2. Regularly solicit and schedule volunteers as needed across multiple departments.
3. Organize and facilitate annual volunteer orientations through collaboration with other departments; train volunteers as required.

Museum Store Management

1. Assist ED in curating museum store merchandise that reflects the historic site's identity while considering audience needs and price points.
2. Manage store inventory, CRM files, conduct physical audits, and ensure accurate SKU management using CRM and POS systems.
3. Fulfill online orders promptly and oversee daily operations of the onsite shop and ecommerce platform.
4. Coordinate with staff to provide merchandise support for education, public programming and donor initiatives.

Administrative Assistant

1. Provide basic administrative assistance to OBF staff, such as (but not limited to) receiving and distributing mail, delegating public inquiries to appropriate staff, scheduling and purchasing ferry tickets/parking vouchers, and maintaining an adequate supplies inventory.
2. Develop and adhere to the departmental budget, preparing purchase orders and detailed reports.
3. Consistently generate, review, and distribute sales reports (daily, weekly, monthly, and quarterly) while communicating progress toward goals.
4. Ensure proper cash handling controls and financial oversight.
5. Maintain a clean, safe, and presentable environment for all visitor-facing areas.

Qualifications

1. B.A. in history, public history (or another related field) preferred.
2. 3+ years of experience working, volunteering and/or interning at a historic site.
3. Knowledge of, or willingness to learn, about the Cape Fear region's historic significance.
4. Proficiency in Gmail, Microsoft Word, Excel.
5. Prior experience, or willingness to learn, Rain POS system and Quickbooks Online.

6. Excellent oral and written communication skills, with the ability to lead independently while collaborating as a museum team member.
7. Strong attention to detail and the ability to prioritize multiple projects effectively.
8. Flexibility to work evenings (private events) for special programming. Must work weekends and holidays as directed by the needs of the organization.
9. Physical demands typically associated with the position include but are not limited to light work, lifting, reaching, organizing, and moving inventory.
10. Must have or can obtain a valid NC driver's license

All employees will comply with OBF's policies and procedures. Must be licensed to drive a motor vehicle in the State of North Carolina. Must be able to lift up to 50 pounds.

The Foundation provides a welcoming and inclusive environment for visitors, volunteers and staff, and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment. Please respond with resume and cover letter to director@oldbaldy.org

RATE OF PAY: Compensation: Between \$40,000 and \$45,000 per year.
BENEFITS: A portion of Group Health Insurance
Ferry and Parking provided by the Old Baldy Foundation
Accrues annual vacation and sick leave per personnel policy.
5 paid holidays each year