



Position Title: Public Engagement & Operations Manager

Reports to: Executive Director

Position Summary:

The Public Engagement & Operations Manager is an integral part of the Presque Isle Light Station. This position oversees and coordinates all aspects of the day-to-day operations at each lighthouse and ensures an effective, safe, inclusive, and enjoyable environment for staff, visitors, and the general public. This will deliver a cohesive set of programs that contribute to increases in visitation, departmental revenue, and visitor satisfaction levels. To achieve these goals, the manager is also responsible for the ongoing training, mentoring, and feedback of all departmental staff and volunteers.

This position works closely with the Executive Director and Gift Shop & Events Manager to advance the mission of the Presque Isle Light Station and work towards the strategic growth of the organization.

Essential Functions:

Operations

- Supervise daily operations of the Presque Isle Lighthouse and Erie Land Lighthouse including opening and closing procedures, incoming and outgoing mail, and nightly deposits.
- Manage the inventory, budgeting, and acquisition of office, program, concession, and general supplies.
- Maintain and update membership database and coordinate member benefits and communications.
- Maintain detailed, current, and accurate records of all staff, volunteers, consultants, and contractors.
- Assist the Executive Director with grant research, applications, and management.
- Maintain organizational filing system, both electronic and physical, and ensures accurate record keeping.
- Manage workplace infection control, safety, and disaster preparedness initiatives and staff safety training programs in collaboration with Executive Director.
- Provide necessary support for the master and strategic planning of the organization and its leased or owned properties.
- Actively participate in professional and community organizations and events to promote the visibility and excellence of work done at the Light Station.
- Research, develop and implement administrative projects as identified by the Executive Director.

Public Engagement

- In consultation with the Executive Director and Education Committee, develop and implement new thematic tours, activities, self-guided experiences, and interpretive materials for visitors.
- Apply contemporary, leading-edge practices for visitor-centered interpretation and content delivery
- Conducts research to ensure quality and accuracy of existing programming and to develop new, diverse programs.
- Develop and implement evaluation tools to measure, interpret, and analyze the outcomes of tour and educational programs.
- Establish visitor service standards and manage all aspects of the visitor experience.
- Lead the staff on duty to ensure regular staffing schedules, daily operations, and high-quality customer service are maintained at all levels of the organization.
- Recruit, train, schedule, oversee, and evaluate all paid and volunteer staff to enhance the awareness, productivity, and effectiveness of the team.
- Conduct special presentations and tours.

Other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in hospitality, public history, education, communications, museum studies, or related discipline
- Strong interpersonal and communication skills and ability to foster a cooperative environment with staff, volunteers, partner organizations, contractors, vendors, and the general public.
- Excellent verbal and written communication skills.
- Demonstrated flexibility and ability to work effectively in a fast-paced environment with shifting priorities and unexpected events or delays.
- Ability to manage several major activities at once, while analyzing and resolving specific problems.
- Ability to understand and follow Light Station policies and procedures.
- Ability to work weekdays and weekends from 9 am to 5 pm and occasional evenings.
- Valid driver's license.

Preferred Qualifications:

- At least t h r e e (3) years of work experience facilitating interpretive programming in an informal setting, historic site, or museum.
- Public program or curriculum development experience at a museum or historic site.
- Knowledge of and experience with best practices in educational interpretation and an understanding of interpretive and educational theory.
- Demonstrated leadership ability normally acquired through progressive career advancement and supervisory responsibility.
- Excellent project management, planning and organizational skills, including the ability to organize resources and establish priorities, schedule, and keep records.