



Wisconsin Maritime Museum

Location: Manitowoc, Wisconsin

Job Title: Operations Coordinator

Reports to: Deputy Director

Job Type: Full-time (40 hours per week)

Compensation: \$20/hr with full benefits

Application Deadline: April 28, 2023

Job Summary:

The Operations Coordinator is responsible for supporting the daily operations of the Wisconsin Maritime Museum, a mid-sized maritime museum located in Manitowoc, Wisconsin. The successful candidate will oversee and manage the administrative and logistical aspects of the museum's operations, as well as coordinate visitor experience functions. The Coordinator will also recruit, support and manage the museum's volunteer program. The Operations Coordinator will work closely with the Deputy Director to ensure that all aspects of the museum's operations run smoothly and efficiently.

Responsibilities:

- Provide strategic-level oversight of all visitor-experience related activities and programs
- Recruit, train, supervise, and mentor Visitor Experience Staff (team of front desk staff, volunteer docents)
- Manage the museum's front desk operations, including greeting visitors, answering phones, and managing ticket sales
- Work with VES to create sales and service scripts that reinforce the museum mission while achieving performance targets, working with membership, business development, and marketing to support business goals
- Reestablish and oversee a robust volunteer recruitment and retention program for museum operations including training and scheduling of volunteers
- Work with education and curation staff to help coordinate events, programs, and exhibitions, including planning, scheduling, and logistics
- Manage communications systems for visitor service staff and volunteers to be informed and updated on current and upcoming events, programs, and other museum activities
- Assist with the coordination and execution of special events, including fundraising events, galas, and receptions
- Work with the Events Coordinator to manage the museum's facility rentals, including scheduling, contracts, and customer service

- Coordinate with staff in various departments to respond to visitor inquiries and to ensure accurate and excellent customer service to museum visitors, document visitor comments and inquiries in appropriate systems
- Assist with the development and implementation of marketing and promotional materials for the museum
- Work collaboratively with other museum staff to ensure that all aspects of the museum's operations are running smoothly
- Engage with visitors on the museum floor and within the galleries

Preferred Qualifications and Skills:

- Bachelor's degree
- 2-3 years of related experience; or equivalent combination of education and experience
- Excellent organizational and time management skills
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team
- Strong attention to detail and ability to manage multiple projects simultaneously
- Proficiency in Google Admin Suite, Microsoft Office Suite and experience with database management
- Familiarity with museums and/or maritime history a plus
- Experience with managing personnel and volunteers
- This position will require the applicant to routinely stand, sit, stoop and access confined spaces within the museum and WWII submarine
- Occasionally the position may require the ability to lift in excess of 25 lbs.

This job description is intended to convey information essential to understanding the scope of the Operations Coordinator's position and it is not intended to be an exhaustive list of qualifications, duties, or responsibilities associated with the job.

Salary commensurate with experience.

ABOUT THE MUSEUM

The Wisconsin Maritime Museum was founded more than 50 years ago as a small submariners' memorial that would recognize Wisconsin's contributions to WWII efforts. Since then, we've grown to be one of the largest maritime museums in the Great Lakes region, with exhibits on shipwrecks, maritime industry, ship models, art and more. The institution is accredited by the American Alliance of Museums.

Our mission is to connect all people with Wisconsin's waterways, by engaging and educating the public about the Great Lakes, Wisconsin's maritime history, Wisconsin's World War II submarines and USS Cobia.

ABOUT MANITOWOC

Located along the western shore of Lake Michigan, Manitowoc is a vibrant community of nearly 40,000 residents with a thriving downtown filled with unique restaurants and business. The city is 90 minutes north of Milwaukee and 40 minutes south of Green Bay. Shipbuilding has played a role in Manitowoc's past from the schooners of the 19th century, to the world-class, luxury yachts built by Burger Boat Company of today. Stroll the riverwalk to the lake and watch freighters move tons of materials in and out of our hard working port.

COMMITMENT TO DIVERSITY, EQUITY, ACCESSIBILITY & INCLUSION

The Wisconsin Maritime Museum is an equal opportunity employer and does not discriminate based on race, gender identity, age, class, sexuality, religion, ability or national origin. WMM is committed to advancing equity and diversity both in the organization and in the museum field.

We welcome applications from BIPOC (Black, Indigenous, People of Color) candidates, people with disabilities, LGBTQ+ individuals and others with experience in meaningful diversity, equity, inclusion and accessibility engagement.

We are committed to providing an accessible application process. If you require any accommodations, contact **Amy Fettes** at afettes@wisconsinmaritime.org or (920) 684-0218 x102