**The Olana Partnership**

**Manager, Visitor Services & Engagement**

Reports to: Senior Manager of Visitor Services & Engagement

FLSA Status: Non-Exempt, salaried

Schedule: Full time; variable schedule, weekend availability essential

# Position Description

Reporting to TOP’s Senior Manager of Visitor Services & Engagement (SMVSE), the Manager for Visitor Services & Engagement assists with the management of TOP’s public touring program, and provides excellent customer service in all weather and all seasons. The Manager will perform a wide range of administrative duties that support TOP’s larger interpretive and engagement vision, and will enforce health, safety, and collections care procedures ensure the well-being of visitors, staff, and the historic collection. Formal training in all aspects of the position, including health and safety procedures, collections safety, and historical content is provided. This position is full-time, and requires a flexible schedule with the ability to work weekends and some evenings a must.

**Responsibilities**

* Oversee daily public tour operations, including scheduling, logistics, and communication with staff and public visitors;
* Along with SMVSE, train and evaluate over 30 seasonal part-time staff;
* Process and manage tour ticket sales;
* Provide phone and general administrative support;
* Respond promptly to special requests and on-site emergencies (CPR training provided);
* Ensure that staff is employing proper safety and collections care protocols at all times;
* Manage, operate, and train staff on ticketing and scheduling systems;
* Manage coordination and execution of group tours and specialty touring;
* Assist with staff and tour scheduling;
* Assist with creating monthly attendance and revenue reports;
* Field questions, comments, and concerns from Visitor Services & Engagement staff in a fair and professional manner;
* Communicate with SMVSE regarding visitor feedback and inquiries;
* Provide support to front-line operations (greeting, orientation, and parking coordination) on an as-needed basis;
* Assists in tour planning and development;
* Plans and evaluates touring structure, schedule, and staffing needs;
* Serve as lead responder in the event of an emergency; maintain records of any accidents or medical incidents;
* Collaborate with managerial staff around developing an operations plan for the Frederic Church Visitor Center, currently under construction, opening later this year;
* Other duties as assigned.

**Qualifications**

* Bachelor’s Degree and two years’ experience in fast-paced customer service operations; experience in historic site or museum setting a plus;
* High-level computer literacy is essential, and high-level proficiency with Microsoft Office Suite programs and database systems is required;
* Ability to engage with Visitor Services staff in a positive and professional manner;
* Flexibility and the ability to multi-task are essential;
* Strong interpersonal, organizational, written, and verbal skills;
* Must be available to work full weekends and some evenings;
* Fluency in Spanish a plus;
* Valid driver’s license;
* Ability to walk on uneven ground, stand for prolonged periods of time, and lift 40 pounds;
* Ability to think quickly and problem-solve;
* Must be able and willing to work in all kinds of outdoor weather and environments.

**Salary:** $43,000—$50,000, commensurate with experience.

**To Apply**

Submit resume and cover letter in PDF format to hreuter@olana.org, with applicant name and position title in the subject line.

As required by NYS OPRHP, all candidates for employment will be subject to pre-employment background screening, and all offers are contingent upon the successful completion of the background check.

Olana State Historic Site is a tobacco-free environment.

The Olana Partnership is an equal opportunity, affirmative action employer. Candidates of all backgrounds are encouraged to apply.

**About Olana and The Olana Partnership:** Olana is the greatest masterwork of Frederic Edwin Church (1826-1900), the preeminent American artist of the mid-19th century and the most important artist’s home, studio, and designed landscape in the United States. Church designed Olana as a holistic environment integrating his advanced ideas about art, architecture, landscape design, and environmental conservation. Olana’s 250-acre artist-designed landscape with five miles of carriage roads and a Persian-inspired house at its summit embraces unrivaled panoramic views of the Hudson Valley and Catskill Mountains and welcomes more than 170,000 visitors annually. The landscape is open for guided touring, and reservations are highly recommended. The landscape is open daily 8 AM-sunset. Olana State Historic Site, administered by the New York State Office of Parks, Recreation and Historic Preservation, is a designated National Historic Landmark and one of the most visited sites in the state. The Olana Partnership is the 501(c)(3) not-for-profit cooperative partner of the New York State Office of Parks, Recreation and Historic Preservation at Olana State Historic Site.