



ANNOUNCEMENT OF OPEN POSITION

Title of the position:	Museum Operations Manager
Location:	DLNHC Offices/National Canal Museum, 2750 Hugh Moore Park Road, Easton, PA; remote for meetings as needed
Reports to:	Director of Museum & Archives
Type/Term of Employment:	Permanent, Full Time, Non-exempt, Hourly
Hours:	30-35 hours per week: <ul style="list-style-type: none">• January - March, 30 hours per week, flexibility in schedule• April - December, Wednesday through Sunday 10am-5pm (35 hours) *Special events may require evening work and extra hours.
Compensation:	\$20/hour plus benefits and potential for bonuses
Expected Start Date:	September 2024

HOW TO APPLY: Applications are reviewed on a rolling basis and the position is open until filled. Applications should be submitted at <https://delawareandlehigh.org/about/team/> under Employment Opportunities.

Join our growing team at Delaware & Lehigh National Heritage Corridor (DLNHC) and help bring Eastern Pennsylvania's industrial and transportation history to life! Through the National Canal Museum, located in Easton, PA, we engage the public with the story of how the region's canals transported anthracite coal to fuel our nation's industrial revolution. In addition to the museum's permanent and annual special exhibitions, we operate one of the last mule-drawn canal boat rides in the country and offer fun and educational events throughout the year. DLNHC is committed to making the National Canal Museum a welcoming and accessible space for all and to diversifying the stories that we tell.

Delaware & Lehigh National Heritage Corridor (DLNHC) is looking for an experienced individual who will take responsibility for the day-to-day operations management of the National Canal Museum, the mule-drawn canal boat, and other related activities during the open season (April through December). The **Museum Operations Manager** is tasked with delivering a high standard of museum management, health, safety, security and general operational practices and processes, and ensuring a safe and inspiring experience for all visitors, staff and volunteers.

During the months the museum is closed (January to March) the **Museum Operations Manager** is tasked with advancing visitor group attendance by actively promoting the museum and canal boat ride to local youth and adult groups, planning visits, and working with the Education Manager to develop exciting activities for visiting groups. As a key member of the Museum & Education Department, he/she/they also collaborate on the development of new exhibitions and improvements to the museum's facilities and offerings to enhance accessibility and the overall visitor experience.

Key tasks and responsibilities:

- Hiring, training, supporting and supervising the canal boat crew, visitor services staff, and museum volunteers
- Modeling excellent customer service for the team and ensuring that museum policies are followed
- Opening and closing the museum each day
- Operating and troubleshooting the point-of-sale and inventory system
- Leading weekly team check-ins and monthly canal boat safety meetings
- Ensuring the museum exhibits are kept in good working condition throughout the day including straightening, light cleaning and disinfecting of exhibit components
- Working to prevent workplace accidents and promote health and safety awareness, including the completion of incident reports when necessary; adherence to all museum and DLNHC policies
- Monitoring and communicating mule care and supplies between Canal Boat Crew and Facilities Manager
- Prioritizing and delegating tasks for staff and volunteers as needed
- Working with the Education Manager to promote and plan group visits as well as facilitating the successful execution of special events such as dinner cruises
- Participating in exhibition development, including annual special exhibitions, including annual special exhibitions
- Developing and implementing ways to make the museum experience more accessible to visitors from a variety of backgrounds
- Conducting outreach to raise awareness of the museum among local businesses and travel/hospitality representatives
- Assisting with the evaluation of museum operations including the implementation of visitor surveys and other data collection
- Managing the gift shop with support of volunteers to ensure the shop is well-stocked with inventory and supplies and oversee the development of new products
- Ensuring museum information is kept up to date on websites, social media, and other sources as well as contributing to communications and marketing efforts
- Participating as a staff educator with school field trip programs in the Spring and Fall
- Scheduling charter boat rides and answering boat ride questions via phone and email
- Communicating clearly with Facilities Manager including end of weekend summaries for repairs, supplies, or pertinent updates
- Collaborating with other DLNHC staff members to facilitate the successful execution of special events as well as promoting sales of DLNHC memberships
- Participating in DLNHC staff meetings, outings and retreats
- Assisting and supporting other departments during off-season to ensure a 30-hour work week
- Other duties as assigned

Consults and Works Closely with:

- Education Manager
- Museum Collections Manager

- Communications Coordinator
- Facilities & Infrastructure Manager

Supervises:

- Seasonal canal boat crew
- Seasonal visitor service staff
- Seasonal museum volunteers

Qualifications/Requirements:

- Education and/or proven work experience involving guest services, museum interpretation, management, and/or sales
- Ability to interact positively with co-workers, children, adults, and mules!
- Ability to work weekends and evenings
- Demonstrated managerial and organizational abilities
- Excellent written and oral communication skills as well as collaborative skills to work with staff across DLNHC
- Proficiency with computers, including Point-of-Sale systems (preferably Square) and Microsoft Office Suite
- Ability to manage people and projects in a creative and fast-paced professional environment
- An energetic, forward-thinking, and creative individual with high ethical standards and excellent problem-solving skills
- Persistent self-motivator who can work with minimal oversight and achieve team goals on a consistent basis
- Commitment to providing exceptional customer service to children and adults
- Must have clear record for FBI and state child abuse clearances and current CPR, AED, and First Aid certifications (all can be acquired through DLNHC)
- Ability to adapt to changing circumstances and follow all health and safety protocols
- Reliable transportation because Hugh Moore Park is not serviced by public transportation
- Must be fluent in English; bilingual ability would be considered an asset

Physical Demands: Work requires a variety of physical activity including standing, walking, and sitting for extended periods; bending, kneeling, climbing, reaching, and lifting minimum of 35 lbs. as needed. The employee is required to use hands to feel and handle objects, keyboarding, exhibit cleaning, maintenance, and manipulating activities. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception to observe exhibit space, view activities and exhibit components, and use a computer. Speech abilities required for heavy communication with staff, children and adult public. Hearing required for face-to-face and telephone conversations with staff and public. The position requires the ability to work during non-standard hours when the need arises. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work Environment: The work environment described here is representative of that encountered by the employee while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Job duties require working in an office setting, outdoor environment (at times in high heat, humidity, cold and/or precipitation), on canal boat, in museum, and occasional off-site meetings. Must be

able to tolerate dust, work around animals and the outdoor environment. The noise level in the office environment is usually moderate due to open office layout with a high level of activity on phone, computers, and printers.

Benefits: Full-time employment benefits include paid holidays, paid vacations, paid personal leave, Social Security, Unemployment Compensation Insurance, Workers' Compensation Insurance, funeral (bereavement) leave and various leaves of absence, medical, dental, vision and disability insurance, flexible spending account, and 403(b) retirement plan.

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Background: Delaware & Lehigh National Heritage Corridor (DLNHC) preserves the historic pathway that carried anthracite coal and iron from Wilkes-Barre to Bristol, PA. The organization was established by Congress in 1988 to celebrate our nationally significant story centered on the transport of anthracite coal from the mines of Luzerne and Carbon County to the markets in the Lehigh Valley and Philadelphia (via Bucks County). The D&L Trail is a multi-use trail spanning over 165 miles from the mountains of northeast Pennsylvania, along rivers and through the Lehigh Valley and Bucks County. In 2017, DLNHC merged with the National Canal Museum to incorporate the archives, museum, canal boat and educational programs into preservation and education efforts. Today, we are an AAM accredited Smithsonian Affiliate and an organization with the ability to connect people to unique experiences in nature and the environment, community and economic impact, health and recreation, history, preservation, and education.

Delaware & Lehigh National Heritage Corridor, Inc. (DLNHC) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the DLNHC organization complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.