



Job Posting

Position: Administrative Services Manager
Reports To: Executive Director
Direct Reports: Guest Services Associates (Visitor Center Staff)
Employment Status: 20 hours per week; Monday - Thursday, 9:00 a.m. – 2:00 p.m.
Compensation: \$17/hour

Position Summary

The Administrative Services Manager will perform administrative functions for the Society and the Executive Director.

Major Responsibilities of the Administrative Services Manager

- Manage the day-to-day activities of the Society's office
 - Maintain Society's working files and records
 - Answer and process mail, phone, and email inquiries
 - Manage bulk mail process
 - Maintain office supplies and equipment
 - Make recommendations for increasing effectiveness and efficiency
 - Maintain the Society's general calendar
- Coordinate daily financial tasks for the Society
 - Verify and make deposits of daily and tour receipts, donations, other revenue
 - Work with Executive Director and/or Public Programs Manager to set-up and manage on-line ticketing for special events and programs; manage third-party payment processors (i.e. PayPal, etc.)
 - Act as liaison with bookkeeping contractor to ensure deposits, invoices, bill, etc. are processed in a timely manner
 - Submit monthly payroll reports; maintain payroll records; complete workers' compensation audits as needed
 - Track and distribute payments to vendors and staff as needed
 - Manage petty cash
 - Assist Executive Director with administration of grants
 - Make recommendations for reducing expenses
 - Work with outside accountant on annual audit & tax preparation as needed
- Manage the Society's Visitor Center and Store
 - Schedule appropriate Visitor Center Staff coverage for daily activities and special events
 - Supervise Visitor Center staff members; provide training and assistance as needed
 - Provide or coordinate coverage during Visitor Center Staff breaks
 - With assistance of Visitor Center Staff, maintain appropriate inventory of retail goods and visitor information; research and recommend new inventory items; maintain vendor relationships
 - Manage consignment contracts; track consignment sales and coordinate payments to consignees
 - Maintain point-of-sale system and provide training to staff as needed
 - Validate end-of-day sales reports, cash and deposit amounts
 - Ensure Visitor Center procedure manual is up-to-date
 - Manage print and electronic signage in Visitor Center to promote current and upcoming programs and activities; maintain current membership reference list
 - Manage the security camera system as needed

- Manage the use of rental facilities for the Society
 - Work with the Executive Director to develop and maintain operating procedures and contracts related to the use of rental facilities (Arsenal, NHCS Gardens, Read House Gardens)
 - Consult with potential clients that are interested facilities for a future event.
 - Administer rental contracts to insure monies, insurance and other requirements are received and/or refunded according to the terms of the agreement.
 - Coordinate the use of facilities balancing the needs of the Society with requests from the public. Communicate availability of facilities with other NCHS staff.
 - Coordinate staffing coverage of special events.
 - Work with Executive Director to provide training to NCHS staff related to the use of the building for private events.
 - Communicate with the State of Delaware Division of Historical & Cultural Affairs as needed per the current lease agreement.
 - Manage the relationship between NCHS and the Delaware Historical Society as related to rental of the Read House Gardens
- Provide administrative support to Executive Director, Board of Directors, Executive Committee and other sub-committees of the Board
- Maintain databases of membership, development, sponsorship, etc; maintain mailing lists, letters and reports
- Assist Public Programs Manager with scheduling guide staff for daily operations and special events, coordinating and maintaining tour schedules, communicating changes to tours, scheduling tour reservations
- Support special events of the Society as needed
- Special projects as assigned

Minimum Qualifications

Three – five years of experience in office management and excellent skills in Microsoft Office. QuickBooks and database experience a plus. Highly organized, detail-oriented individual with excellent communication and customer service skills and the ability to work effectively in a dynamic environment is required. Non-profit or small museum experience is preferred. Event management experience a plus.

NOTE: This position requires completion of a criminal background check.

To Apply

Please email your letter of interest and resume/CV in Word or PDF format to info@newcastlehistory.org. No phone calls please. Deadline for submission is September 15, 2020. The NCHS is an equal opportunity employer.