



Job title: Operations Associate
Reports to: Executive Director
Level: Associate
Supervises: N/A
Status: Full-Time, Non-Exempt
Rate: \$41,000 - \$44,000 per year depending upon experience

Connecticut Landmarks owns and operates twelve historic sites, spanning four centuries of Connecticut history. While Connecticut Landmarks' primary focus is sharing history at our recognized historic houses museums, several key sites also serve as unique event venues, and the organization requires significant administrative support. This position would be based in our central office in Hartford, providing administrative support to the Executive Director and other staff, while also coordinating a wide range of rental events including weddings, social, corporate, and community events; and non-rental events specific to the organization. As a self-supporting non-profit, rentals of our historic properties help keep Connecticut Landmarks open and available to the public to enjoy. Site rentals are available at the Nathan Hale Homestead in Coventry, the Phelps-Hatheway House & Garden in Suffield, and the Butler-McCook House & Garden in Hartford. This position reports directly to the Executive Director with support from the Deputy Director and Site Administrators.

Responsibilities:

Rental & Events Coordination (60%)

Administration & Contract Coordination

- Represent Connecticut Landmarks in all communications with potential and current rental clients.
- Provide information for marketing and outreach, fielding inquiries, meeting potential clients for sales meetings.
- Work with Marketing & Communications Associate to maintain information on the website.
- Work closely with internal stakeholders including Executive Director, Deputy Director, and Site Administrators to ensure rentals support and complement existing programs.

Event Management

- Work with clients and community partners to coordinate events from start to finish, including reviewing and confirming permits, insurance, and special requests of any client; coordinating load in/load out; overseeing set-up/tear-down; and serving as liaison between client and staff.
- Ensure the safety of the historic properties and collections in consultation with Collections Team
- Develop a full "run of show" document available to all staff prior to the event.
- Supervise event staff to ensure quality customer service during events.
- Attend and manage rehearsals from the perspective of the property and organization.
- Coordinate with Site Administrators to ensure facilities are open for cleaning service providers.
- Be present at events and perform the following duties:
- Ensure property is "Guest Ready."
- Unlock the facilities and prepare the historic site for a scheduled event.
- Welcome the caterer and other vendors to the facility, showing them where to set up and where items are stored/delivered.

- Set up/break down of any necessary tables and event signage.
- Ensure that the rules and regulations are followed by the renter.
- General cleaning during the event, including restrooms, trash disposal, and ground maintenance.
- Communicate to staff and Site Administrator any specialized instructions for preparing site.
- Oversee execution of event timeline, including event set up; ceremonies, meetings, and /or receptions; event breakdown, and cleanup.
- Inform Site Administrators of any damage to organizational property or problems during an event.
- Secure the property at conclusion of event.

Administrative Coordination (40%)

Office Administration

- Manage calendar; schedule Board and staff meetings and appointments. Provide meeting reminders, assemble briefing information, and take notes as necessary.
- Manage front line communications – phone (including messages and forwarding calls) and email
- Coordinate and schedule Zoom/Teams calls and [meetings](#)
- Greet visitors seeking the Executive Director or Deputy Director
- Provide administrative assistance to senior staff (photocopying, scanning, filing, data entry, etc.)
- Monitor and maintain office supply inventories in accordance with office budget (including site supplies, program materials, gift shop ordering)
- Open, date stamp and process mail. Record all incoming checks following Internal Controls Policy
- Process bills for payment through Sharefile; Review invoices with Executive Director and for proper plan billing & accuracy, GL code, prepare payment vouchers. Contact vendors to resolve billing problems. Obtain signed checks and mail; file all paid bills.
- Reconcile credit card statement
- Follow and execute the Record Retention Policy.
- Maintain ongoing list of professional organizations; track membership and conference schedules
- Support Deputy Director for IT requests: password resets, server restart, software and hardware troubleshooting, etc.
- Assist the Communications Manager with mailings, newsletters, and membership work as necessary.
- Assist Site Administrators with public programs as necessary.
- Other duties as assigned.

Manage Board Communications

- Schedule Board, Executive Committee and Board Committee meetings in cooperation with the Executive Director and Committee Chairs
- Keep Board and Committee meeting schedule up to date and communicate with Board members pertaining to changes and adjustments
- Remind Trustees of upcoming meetings and collect RSVP's. Forward RSVP list to Board/ Committee Chair and Executive Director prior to the meeting
- Prepare, email and print meeting materials
- Arrange meeting facilities, buy and prepare refreshments, and set up meeting room, ensuring the proper seating arrangements and that all necessary technology is set up for all Board and Board Committee meetings
- Take Board meeting minutes
- Maintaining accurate and up-to-date contact and term information.

Fundraising Assistance

- Support Executive Director and development committee with mailings, annual fund letters, and donor record stewardship
- Tracking of planned gift inquiries and preparation of follow up packages
- Renew and maintain grants.gov/SAM accounts necessary to apply for federal grants
- Attend program related events as needed (including after hours); including tracking RSVPs of high-level donors

Key Competencies:

To excel in this position, the Operations Associate should:

- Enjoy working with people.
- Possess independent decision-making skills, great attention to detail, well-developed organizational skills, experience managing events with multiple stakeholders, and the ability to work well in a fast-paced environment while always maintaining a professional demeanor.
- Have experience in the hospitality industry with highly developed customer service skills.
- Be an effective verbal and written communicator. Accurate proofreading and data entry in both paper documents and via computer.
- Perform frontline staff functions as needed (sales, phones, customer service, etc.) and maintain relationships with internal and external stakeholders.
- Enforce rules/regulations concerning facility use and contractual terms, including securing payment.
- Handle issue resolution calmly and professionally, knowing when to get assistance if needed.
- Be able to work independently and within a team.
- Proficient in Microsoft Office and able to train and support others in system use.
- Maintain a flexible schedule. Position schedule will shift with event needs. Must be available to work nights, weekends, and the occasional holiday (prime event season is May through November).
- Have a valid driver's license, reliable transportation, and the ability to drive to properties throughout the state.

Desired Experience:

- At least three years' experience in an administrative role, with experience in sales, marketing, hospitality, event management, event planning, or another related field.
- A museum or non-profit background. Experience working at a historic site is highly desirable.
- Customer service experience, training, and/or certifications.

Physical Requirements:

The demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position.

The employee is frequently required to receive oral and written instructions and information and to clearly communicate in person, over the telephone, through email and through other electronic means. The employee is required to move about their work area, travel between sites, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 50 pounds unassisted. The employee must be able to work in varying weather conditions, including inclement weather. The employee is required to identify, observe, and assess visually or otherwise.

Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions to the extent that Connecticut Landmarks may do so without undue hardship. The term "Qualified individual with a disability" means an individual who with or without reasonable accommodation can perform the essential functions of the position.

Disclaimer

The preceding job description has been designed to indicate the general nature and essential functions and responsibilities of work performed by the employee in this job position. It may not contain a comprehensive list of all duties, responsibilities, and qualifications required for this role. Nothing in this Job Description restricts Connecticut Landmarks' right to assign or reassign duties and responsibilities to this position at any time.

This position is at-will, which means that it can be terminated by the employee holding the position, or by Connecticut Landmarks, at any time, with or without notice or cause.

Employee Acknowledgement

I have received and reviewed this job description as of the date below. I understand the requirements of this position and commit to complete them to the best of my ability in accordance with the processes and procedures outlined in the Connecticut Landmarks employee handbook.

Employee Name

Signature

Date

Supervisor Name

Signature

Date