



Job title: Assistant Site Administrator – Nathan Hale Homestead
Reports to: Site Administrator
Supervises: Interpreters, Interns, Volunteers, Garden staff
Status: Permanent Part-Time, Non-Exempt, NTE 1040 hours/year, \$20/hour

Connecticut Landmarks (CTL) owns and operates twelve historic sites, spanning four centuries of Connecticut history. The Assistant Site Administrator supports the Site Administrator with the operations of the Nathan Hale Homestead. The Assistant Site Administrator, in collaboration with the Site Administrator, helps plan and deliver a broad range of creative programs, events, and exhibits that advance Connecticut Landmarks' mission and brand, expand community partnerships, and encourage deeper engagement with diverse audiences. The Assistant Site Administrator will also assume responsibility for the overall management of the site in the absence of the site administrator. Assistant Site Administrators work closely with site staff to promote and sell memberships, lead tours, execute events and programs, assist in maintaining gift shop inventory and monitor gift shop sales. The Assistant Site Administrator will play a key role in using and training staff on Blackbaud Altru, CTL's ticketing, membership, and fundraising database. The Assistant Site Administrator is a valued advocate for the site and the organization. As such, the Assistant Site Administrator is expected to maintain professionalism and decorum while fostering an open and enthusiastic environment for visitors and staff.

Responsibilities:

- Support Connecticut Landmarks' mission, vision, strategic plan, and goals and management decisions; assist with creating programs that align with organizational and site mission and goals.
- Welcome visitors to the Nathan Hale Homestead, including facilitating school field trips, leading tours, coordinating adult groups, and implementing programs.
- Assist with setup/tear-down and management of programs and events.
- Sell admission tickets and memberships using Altru.
- Help manage the site and interpreter staff; make decisions; solve problems; and attend meetings as needed.
- Obtain a strong knowledge of Blackbaud Altru, CTL's cloud-based ticketing, membership, and fundraising database software; help train site staff on its use.
- Assist with interpretive training for museum interpreters and volunteers throughout the season; familiarity with dialogic interpretation preferred.
- Support field trip operations: assist with creation of curriculum-supportive activities, order supplies, interface with schools, support marketing efforts, and schedule and run activities during field trips.
- Monitor day-to-day employee and team performance; provide new employee orientation; train employees; coach, counsel and motivate employees.
- Ensure established museum best practices and procedures concerning collections care are followed;
- Assist with routine house cleaning schedule and periodic specialized cleaning and maintenance in partnership with collections staff.
- Recommend ideas for increasing the number of visitors to the museum and gift shop; keep gift shops clean and organized; communicate with site administrator on sales and inventory.

Required Skills and Experience:

- Minimum of three (3) years of experience leading public tours and public speaking skills to engage with visitors.
- Demonstrated organizational skills and the ability to multi-task as needed.
- Knowledge of museums and historic preservation best practices, museum interpretation, and an understanding of social media and technology.
- Knowledge of collections care best practices.
- Strong proficiency with using Microsoft Office programs, including Word, Excel, Outlook, SharePoint.
- Familiarity with Altru or a similar ticketing, membership, and fundraising software platform is strongly preferred. Demonstrated ability to master new software systems and teach others required.
- Team builder who demonstrates empathy and enthusiasm when working with staff and members of the public.
- Bachelor's degree in related field preferred.

Physical Requirements:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is frequently required to: sit, walk, reach with hands and arms, continually required to talk, or hear, bend, lift, climb, squat, and kneel, frequently required to lift, and carry weight (up to 50 pounds), stand for an extended period, and specific vision abilities include close vision, distance vision, and ability to focus. The employee must be able to work in varying weather conditions, including inclement weather.

Nothing in this Job Description restricts Connecticut Landmark's 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.