Fort Bend Museum Job Description

**Position Title:** Office Manager

**Facility:** Fort Bend Museum

**Supervisor:** Museum Site Manager

**Hours**: Tues – Friday, 8:30 – 5:00, Saturday 9:30 – 5:00

**Status:** Full-Time Hourly with Benefits

**Pay**: $13.50 per hour

**Minimum Job Requirements:** Some college preferred. Computer software skills: proficient in Microsoft Word and Excel. Professional appearance and behavior in person and on the phone are essential. Excellent verbal and written communication skills are a must – an interest in history and experience working with volunteers and general public preferred. Must be able to multi-task, safely move heavy objects at times, and stand for long periods during house tours. Will have the capability of working some evenings and weekends during special events.

**Overall Objective:** To assist the Museum Site Manager in keeping the museum office and gift shop running smoothly. Responsible for general clerical duties, gift shop sales and services, managing inquiries for scheduled programs, site rentals and group tours, leading house tours, and assisting customers with local history research.

**Duties and Responsibilities**

1. Office Management

* Manages opening and closing procedures for the Museum (checking and spot cleaning the gallery, bathrooms, and gift shop, taking messages off the answering machine, putting out and taking down flags)
* Handles all cash register and charge machine transactions, completes daily balance sheet, inputs financial information into spreadsheet, prepares periodic deposits and statements, and conducts visitor surveys on electronic tablet
* Handles reservations and ticket sales for special events
* Monitors office and janitorial supplies
* Transfers inquiries for scheduled programs, tours and site rentals to appropriate staff member and takes detailed and accurate messages
* Performs guest services related to tours and gift shop services in a friendly and courteous manner
* Assists with costume rentals and monitors returns
* Conducts periodic inventory of office supplies and gift shop items, and reorders following final approval from Site Manager when needed
* Assists with mailing projects (applying address labels and stickers, folding flyers and newsletters, stuffing and sealing envelopes, sorting and bundling items for bulk mail)
* Stays current in all Fort Bend History Association (Fort Bend Museum, George Ranch Historical Park, DeWalt Heritage Museum, administrative office) activities and events in order to better assist our members and guests

2. Research and Historical Information

* Stays abreast of information and exhibits on display in our gallery – both permanent and temporary exhibits
* Has a working knowledge of gallery tour and gives historic house tours when necessary (will train)
* Is familiar with the books and files in our library in order to help guests with questions and research
* Keeps library and research files organized

3. Educational Programs

* Assist with payments from scheduled school programs

4. Volunteer and Docent Assistance

* Manages volunteer and community service database
* Schedules docents for front desk help and house tours by the month
* Monitors volunteers in the front office

5. Additional Duties as Needed

* Helps with light cleaning in buildings (restocking bathrooms, vacuuming and dusting in gallery and gift shop, cleaning glass on display cases, emptying trash cans, etc.)
* Helps with light cleaning around the grounds (sweeping porches and sidewalks, picking up trash and small branches, emptying trash cans, brushing off picnic tables, etc.)
* Other duties as assigned by Museum Site Manager
* Assisting other staff members as needed