

Job Description: Community Engagement Manager

The Community Engagement Manager oversees the public-facing operations of The History Center in Tompkins County. Responsibilities include oversight of the day-to-day operations of the Exhibit Hall, the management of the organization's digital platforms, and coordination of community-engagement initiatives through related events and programming.

The History Center in Tompkins County is a history museum and research library located on The Commons in Ithaca, New York. The Community Engagement manager is a full-time **37.5 hours/week position**, with **in-person and weekend shifts required** as part of the normal working schedule. The position has a salary range of \$22.25/hour (\$43,387.50 per year) to \$24.25/hour (\$47,287.50). The organization has paid time off for vacation, holidays, sick, and personal days. At this time, there are no health insurance or retirement benefits.

What Does Success in This Position Look Like?

We value candidates with diverse backgrounds and experiences. We're looking for someone who can help build and facilitate meaningful connections with our growing audiences. Success involves maintaining relationships with our existing history family and developing the pool of new supporters. We hope you are as excited our archives, collections, and programs as we are.

While the position requires a majority of fixed hours, we can work with you to create a reliable schedule that fits your needs. We hope you'll look forward to working with the public, and share our passion for local history. Finally, success includes supporting each other on The History Center's staff - we are a small team that works closely together, and often help each other beyond our assigned duties. Your diverse set of experiences and interests will help inform the trajectory of the position.

Relevant Skills

While we believe that this position will evolve to reflect the person hired, the following skills and experiences would equip someone to excel at The History Center.

The successful candidate will be able to:

- Research and write engaging content for use across different mediums and platforms. Excellent written and verbal communication are an important feature of the position.
- Demonstrate a strong track record of collaboration with communities from a broad variety of different backgrounds.
- Interact with the general public and other staff with thoughtfulness and grace.
- Effectively manage multiple and sometimes competing responsibilities and tasks.
- Balance independent action with direction from a supervisor.
- Communicate a passion for local/public history!

Education and work experience will help demonstrate the relevant skills needed.

Job Responsibilities

Visitor Experience

- Oversee the Museum's exhibit hall, including opening and closing when open to the public, and the management of the public's experience while at the museum.
- Recruit, train, and manage volunteers to be effective docents. Includes creating and overseeing docent schedule for regular operations of the Exhibit Hall.
- Manage ongoing projects to complement docent activities at the front desk.
- Collect and report monthly visitor statistics, and other community engagement data.
- Staff front desk as needed.

Community Outreach and Marketing

- Produce and generate monthly newsletter highlighting events, exhibits, and museum programs.
- Act as a cultural/community liaison with presentation, exhibit, and preservation partners.
- Develop basic event and marketing materials for distribution across physical and digital advertising.

Digital Platform Management

- Manage The History Center's website and social media presence. In collaboration with other staff, lead the creation of posts and content for each platform, curate feeds, and grow our digital audience.
- Work in collaboration with other staff to advertise upcoming exhibits and programs. Regular input/direction on marketing and messaging strategies.

Events and Other Duties as Assigned

- In partnership with other staff, implement local history programs.
- Contribute to the effective operations of the larger Tompkins Center for History and Culture, of which The History Center is a partner.
- Primary liaison for limited retail sales through our on-site partners at Visit Ithaca, and online through the organization's website.

Application Instructions

Please submit a 1 page cover letter and resume as a combined pdf via email to director@thehistorycenter.net. Please do not apply through other job application platforms.