



## **Museum Services Manager**

**Term:** Permanent Full Time. Exempt position. Employment may be terminated or extended at the will of the Pratt Museum.

**Schedule:** Generally, Monday – Friday 8:00 a.m. – 5:00 p.m. As needed with weekends included.

**Wage:** \$40,000 - \$60,000

**Benefits:** As determined by Pratt Museum Personnel Policy.

**Reports to:** Executive Director

**Supervises:** Museum Hosts, Store Staff and administrative volunteers

**Employer:** The Pratt Museum will contribute to the State Unemployment fund for the employee and will provide Worker's Compensation to cover the employee in case of a work-related injury.

**Position Overview:** Provides accounting support, administrative support, coordinates all membership & volunteer activities.

## **Essential Job Functions**

### **Accounting and Administrative Support:**

- Uses QuickBooks Online for all accounting tasks;
- Enter bills and cash receipts;
- Make all deposits;
- Reconcile credit card payments monthly;
- Process payroll twice a month;
- Ensure that Quarterly Local, State and Federal tax reports are remitted
- Manage all vendor and income files,
- Responsible for generating financial statements.
- Oversees business office
- Assists Executive Director with supplemental financial materials for grants;
- Answer and refer phone calls;
- Replies to museum info email account;
- Maintain office equipment and computer network (as possible or order service





- from contractor);
- Make purchases of office supplies, general supplies, equipment and other services at the direction of the Executive Director
- Coordinates janitorial services;

### **Manage Membership & Volunteer Program**

- Plan, manage, and implement a comprehensive membership program;
- Work closely with other key museum staff to effectively integrate membership into related museum strategies;
- Oversee mailings;
- Responsible for drafting a membership action plan, including financial goals
- Plan and implement a membership campaign, include direct mail, renewal, on-site, on-line and other in a timely manner;
- Manages Membership software, including data entry, merges, and list management;
- Manages volunteers, including coordinating with departments to assist in recruiting and developing job descriptions.

### **Oversees Visitor Services**

- Plan, manage and oversee the on-site staffing and operations of the visitor services department, ensuring excellent customer service and proper staffing levels;
- Fill in for hosts when ill or absent;
- Work closely with all departments to determine staffing needs for Public Programs and events;

### **Manages the Museum Store**

- In partnership with the Visitor Services, Store and Communications Manager
  - Oversees daily operations of the museum store;
  - Perform duties of sales clerk as needed;
  - Uses Square for Retail for inventory and all transactions, including balances, entering sales receipts and vendor files;
  - Work with Executive Director and Curatorial Staff to develop products that align with the mission of the organization.
  - Make purchase of products, fixtures, and supplies for store use;
  - Conceptualize, create, and produce promotional materials;
  - Develop off-site opportunities at local and regional festivals and events.
  - Oversee processing, packaging, and delivery of all internet and telephone sales.
- Maintain accurate inventory records and vendor files;





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- Maintain accurate sales and delivery records;
- Order, install and maintain store operating equipment;

**Education:** Bachelor Degree in Business and or Finance or similar field.

**Substitutions-** The following combination of education and experience may substitute for the required Bachelor Degree:

- High School degree with 3 years' experience in book keeping, office/retail management, and customer relations.

**Job Requirements:**

- Proficiency in Non-profit financial management.
- Excellent Customer Service skills.
- Excellent verbal and written communication skills.
- High degree of organizational skills and the ability to handle multiple projects in various stages of development.
- Demonstrated ability to proactively prioritize and manage time, juggle multiple duties and tasks, and meet deadlines.
- Sufficient flexibility
- Must be knowledgeable in Microsoft Suite; Google Workspace; QuickBooks Online; Square for Retail and Bloomerang or similar CRM system

