



Old North Illuminated
dba Old North Church & Historic Site
Job Description: Visitor Experience Manager

The Organization

The enduring fame of Old North began on the evening of April 18, 1775, when church sexton Robert Newman and Vestryman Capt. John Pulling, Jr. climbed the steeple of Old North Church and held high two lanterns as a signal from Paul Revere that the British were marching to Lexington and Concord by sea across the Charles River and not by land. This fateful event ignited the American Revolution. Old North Church is Boston's oldest surviving church building and welcomes 150,000 visitors each year as one of the Freedom Trail's most visited historical sites.

Old North Illuminated (ONI) inspires active citizenship and courageous, compassionate leadership by interpreting and preserving the Old North Church & Historic Site. Old North Illuminated serves a wide audience by creating meaningful experiences through educational outreach, site-specific programming, and historical analysis. Old North Illuminated, (formerly the Old North Foundation of Boston, Inc.) was established in 1991 as a 501(c)(3) non-profit organization independent of Christ Church in the City of Boston (the Episcopal congregation of Old North Church). Learn more at www.oldnorth.com

Old North Illuminated believes that:

- **Bravery, patriotism, and active citizenship** come in many forms. These acts can inspire both large-scale and local change.
- **Education and respectful dialogue** are key to building a more perfect union that reflects the promise of liberty and justice for all.
- Becoming an **anti-racist** organization will require active engagement with the legacy of slavery at Old North Church and the ongoing burdens of slavery and racism in our country.
- By **preserving** and sharing history, space, and stories, we shape our future.

The Position

The Visitor Experience Manager will join a creative and dedicated team who are committed to providing visitors with an engaging, informative, welcoming, and professional experience at Old North Church & Historic Site. The Visitor Experience Manager will ensure the day-to-day quality of the visitor experience and will be responsible for interpretive staff (Educators) management as well as familiarizing all staff (part-time and full-time) with the visitor experience. The Visitor Experience Manager will also have responsibility for promotion, coordination, and growth of the group tour business which includes both tourist groups and school groups. To be successful in this role, you must be a history lover with extensive operations and customer service experience, an effective and warm team leader, detail-oriented, and accustomed to working within a small team. This role reports to the Director of Education. This is a full-time position.

We encourage applicants who have not worked in historic sites but have extensive customer service and staff management experience, such as retail, restaurant management, etc.

Responsibilities include:

Interpretation and Education

- Hiring, training, coaching and supervising the Educators

- Scheduling and reviewing payroll for the Educators, ensuring that the site is staffed appropriately and that payroll submissions are accurate
- Training all full and part-time staff on the visitor experience with the goal that all staff members can speak knowledgeably and fluently about tours and interpretation
- In coordination with the Retail Operations Manager, ensuring that the majority of the Educators have the opportunity to learn the operational skills required for basic retail and ticketing functions
- Implementing and training staff on new exhibits and programs
- Leading private or specialty tours, and ordinary on-site interpretation as needed

Group Sales And Business Development

- Establishing and maintaining communication with local and national tour providers and with industry groups to grow both tourism group tours and school group visits
- Coordinating booking with group tour operators and ensuring proper staffing for group visits
- Ensuring that all group tours are logged on the calendar, invoiced, and paid; leveraging the support of the Operations Manager for the completion of these tasks
- Following up with group operators to gauge areas where we are successful and where the visitor experience can be improved
- Develop relationships with local travel/tourism contacts such as hotel concierges and Greater Boston Convention and Visitors Bureau staff to increase visitation to the site

Management

- Strategizing with the management team to achieve admissions and group sales revenue targets
- Participate in site-wide management decision-making and problem-solving regarding day-to-day operations.
- Partnering with the Director of Strategy and Special Projects and the Director of Education in developing public programming and educational events
- Supporting the Marketing and Communications Manager and Executive Director in their marketing and fundraising efforts

The ideal candidate will:

- Have a passion for history and for sharing it with others
- Be organized and flexible
- Thrive on variety and change
- Value teamwork and collaboration
- Enjoy working and interacting with people
- Love problem-solving

Qualifications

- At least three years of managerial experience including, but not limited to, hiring, training, scheduling, and coaching staff
- Three or more years experience with logistical operations in a customer-facing industry
- Competency in Google tools and/or Office programs; familiarity with ticketing or point-of-sale software systems a plus
- The site is open Tuesday-Sunday for most of the year. This Manager works Tuesday through Saturday. Managers share the responsibility of staffing holidays and take comp days for holidays worked.
- Given the nature of our site, ability to climb stairs, negotiate tight spaces, and carry items of up to 25 pounds.
- Must complete a complete background check (CORI and SORI)

Job Type: Full-time

Salary: \$55,000 per year

Compensation and Benefits: ONI offers its staff a robust compensation and benefits package including health and dental benefits, long-term disability and life insurance, and a retirement plan with an employer match of up to 9%.

To apply:

Please send a cover letter and resume to Emily Spence, Director of Education, at jobs@oldnorth.com.

Applications will be accepted until the position is filled.

Old North Illuminated is an equal opportunity employer and welcomes a diverse pool of candidates in this search.