**Seward House Museum
Auburn, NY**

**Administrative and Visitor Engagement Coordinator**

**Overview:**
The **Seward House Museum (SHM)** fosters curiosity and promotes learning by providing an immersive connection with the past. Located in downtown Auburn, NY, SHM is an anchor institution and a critical economic driver in the cultural heritage tourism industry of the Central New York region.

The **Administrative and Visitor Engagement Coordinator (AVEC)** plays a vital role in shaping and delivering an outstanding, visitor-centered experience. This highly visible position oversees front-of-house operations, including ticketing, membership fulfillment, and guest services, ensuring that every visitor encounter reflects SHM’s core values of hospitality, access, and engagement.

As the point person for daily operations, the AVEC will manage the Museum’s ticketing systems (Eventbrite, Square), ensure accuracy of sales and deposits, and collaborate across departments to support public programs, events, and membership initiatives. The role also includes assisting with administrative duties, managing the gift shop, and coordinating special events.

This is a fast-paced, public-facing position requiring excellent leadership, attention to detail, and a passion for delivering inclusive and welcoming experiences.

**Key Responsibilities**

**Visitor Experience & Frontline Operations**

* Lead daily front-of-house operations, including admissions, guest services, and the Museum gift shop.
* Oversee and enforce customer service policies and ensure high standards of hospitality.
* Supervise and train front desk volunteers, interns, and staff in using the Museum’s POS (currently Square).
* Monitor ticketing systems and coordinate visitor feedback surveys and reports.
* Learn SHM’s core history and assist in conducting public tours when needed.

**Administrative & Financial Coordination**

* Perform general administrative duties: answering phones/emails, mail handling, and record management.
* Assist Executive Director and bookkeepers with financial tasks: deposits, reconciliation, and audit support.
* Track and report attendance data; manage donations, memberships, and appeal records.

**Retail & Inventory Management**

* Maintain and operate the Museum gift shop including merchandising, pricing, and promotions.
* Develop inventory controls and manage the retail operating budget.

**Communications & Marketing**

* Create and distribute email campaigns via Constant Contact.
* Assist in maintaining and updating the SHM website.
* Help develop and design print materials: newsletters, brochures, invitations, and event collateral.
* Coordinate print production with staff and vendors.

**Event Support & Community Engagement**

* Coordinate logistics and records for special events such as First Fridays, seasonal programs, lectures, and holiday tours.
* Act as a liaison between volunteers and staff to support clear communication and engagement.
* Serve on internal committees, attend Board meetings, and prepare minutes for Board and committee meetings.

**Office & Supply Management**

* Maintain general office supplies and order materials from vendors as needed.

**Qualifications**

* Excellent project management skills and the ability to multi-task in a fast-paced setting.
* Strong communication skills—written, verbal, and interpersonal—with the ability to work across departments and with diverse audiences.
* Proficiency in Microsoft Office, Google Docs, Adobe Creative Suite (InDesign, Illustrator, Photoshop), CRM systems, and POS software.
* At least 2 years of frontline experience in a museum or cultural institution is strongly preferred.
* Bachelor’s degree or equivalent experience; relevant fields include hospitality, museum studies, or nonprofit management.
* Outgoing, detail-oriented, adaptable, and comfortable with public speaking.
* Must be available to work Tuesday–Saturday and occasional evenings/weekends for events.
* Valid driver’s license required.

**Compensation & Benefits**

* **Salary range:** $36,000–$38,000/year
* Full-time (40 hours/week)
* Eligible for SHM’s benefits package including:
	+ Health insurance and health savings account (HSA)
	+ Life insurance
	+ Generous paid time off
	+ 401(k) retirement plan

**To Apply**

Submit your **cover letter**, **resume**, **1–3-page writing sample**, and **three professional references** to: director@sewardhouse.org **by August 25, 2025.**

**Applicants are encouraged to apply early as candidates will be considered on a rolling basis.** All applications are confidential. SHM is an EOE/D/V/M/F employer.