

**TITLE: Visitor Experience & Operations Manager      REPORTS TO; Executive Director**

**CLASSIFICATION: Nonexempt**

**HOURS: FT (40 hours/week)**

**Edward Hopper House Museum & Study Center (EHHM)** is seeking a passionate Visitor Experience & Operations Manager to join a leadership team dedicated to preserving, programming, and interpreting a nationally significant artist house museum at a pivotal moment and in alignment with the Museum's new mission, vision, and strategic plan. This is a high-impact, multifaceted role designed for a "people person" who balances a passion for American art with sharp operational instincts. This is an opportunity to see the tangible impact of your work at an organization where initiative and hard work are valued, and creativity encouraged.

- **Location:** Edward Hopper House Museum & Study Center, 82 N. Broadway, Nyack, NY, 10960
- **Employment Type:** Full-time (40 hours/week); primarily weekday schedule 9:30am–5:30pm; requires flexibility for evenings and weekends, as needed, for programs, benefits, and events.
- **Compensation:** \$19–\$22 hourly, commensurate with experience

## **POSITION SUMMARY**

Reporting to the Executive Director, the Visitor Experience & Operations Manager will lead the frontline visitor journey, ensuring every guest experience—from regional students to international tourists—lives up to our mission to "Inspire, Educate, and Excite." The position, a key member on a small collaborative team, is responsible for "Front-of-House" excellence and "Back-of-House" efficiency. This role is perfect for a resourceful professional who can pivot seamlessly from navigating members' and visitors' relationships to managing a museum shop or coordinating a rental, and more.

## **KEY RESPONSIBILITIES**

### **1. Front-of-House Leadership & Program Execution**

- **The Welcome:** Create a sophisticated, warm environment for all visitors, including Trustees and Members, providing context on exhibitions and historic resources.
- **Team Leadership:** Recruit, train, and inspire a corps of associates, volunteers, and docents. Manage schedules to ensure seamless coverage during public hours.
- **Public Programming:** Lead on-site logistics for juried calls, exhibition openings, Jazz in the Garden concerts, and membership events.
- **Tour Stewardship:** Collaborate with staff to generate, lead, and staff thematic site tours and community walking tours for diverse groups (K-12, seniors, and private tours)
- **Program Execution:** Assist in the planning and delivery of public programs, including juried calls, exhibition openings, lectures, Jazz concerts, and member/donor events.
- **Event Execution:** Assist with the execution of after-hours events by creating, or reviewing, a "run-of-show" with staff or organizers to ensure smooth logistics. Following events, ensure public spaces are reset and arranged for regular Museum operations.

## **2. Revenue Generation: Shop, Rentals & Tours**

- Retail Management: Direct all operations for the Museum Store, including inventory procurement, visual merchandising, and online fulfillment.
- Site Rentals: Act as primary contact for private rentals (weddings, corporate, retreats). Manage individual and joint contracts, negotiate pricing, oversee onsite logistics.
- Group Tours: Actively solicit and book tours for schools, senior centers, private and international groups, etc. Manage "booking-to-billing" process and tailor narratives to specific audience interests and abilities. Develop new revenue streams, such as youth art birthday parties after school workshops, with education team.
- Financial Reporting: Oversee daily transactions, reconcile transactions weekly and monthly, produce reports tracking admissions, event attendance, and retail sales.

## **3. Site Stewardship & Facilities Management**

- Safekeeping of a Landmark: Ensure heightened awareness for the care of our historic site and displays. Perform daily inspections of grounds and galleries.
- Environmental Monitoring: Manage climate data downloads to protect art and artifacts.
- Vendor Liaison: Coordinate with external partners (landscaping, HVAC, security, cleaning) to ensure the property is impeccably maintained.
- Systems Management: Update and maintain the phone, internet systems, as well as ticketing and digital membership card platforms and Point of Sale (POS) systems.
- Visual Marketing: Ensure capture of photos and short-form videos from exhibitions, programs, tours, and events.

## **4. Development & Data Integrity**

- Membership Advocacy: Serve as the frontline engine for the Membership program, training staff to convert visitors into lifelong supporters.
- CRM Administration: Maintain accurate donor and member records. Process on-site proceeds and ensure the timely generation of acknowledgment letters.
- Strategic Reporting: Produce monthly member conversion and donation reports.

## **5. Technical Operations & Administrative Support**

- AV & Digital: Maintain AV equipment and instructional guides. Set up technical equipment for presentations. Manage ticketing platforms and POS systems.
- Visual Marketing: Capture content (photos/video) from tours and events for social media.
- Executive Support: Provide key administrative assistance to the Executive Director and Development Manager, from managing main office to coordinating mailings to overseeing the master calendar and team meetings.

## **QUALIFICATIONS**

- Bachelor's degree in arts administration, nonprofit management, art history, or a related field (or equivalent experience or advanced degree).
- Minimum 2+ years of professional experience in museum operations, high-end retail, or hospitality.
- 2+ years' experience with CRM databases, POS applications (Square, Fareharbor, Neon, etc.).

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Passion for the arts, museums, historic artist homes, and legacy of artist Edward Hopper.
- Understanding of the unique value of preserving American heritage and the importance of making the arts accessible and engaging for a diverse audience.

- Experience as a creative problem-solver who thrives working in a small organization and balances strategic thinking with day-to-day operational management.
- Self-motivated, detail-oriented, and comfortable working both independently and in a small, collaborative team environment.
- Exceptional verbal and written skills and ability to interact with diverse audiences.
- Comfort and confident discussing pricing, negotiating contracts, and "closing the deal" on rentals and memberships.
- Demonstrated operational sharp-sightedness, and detail oriented
- Embrace and hospitality mindset and ability to handle high-pressure event or situations with grace and a "can-do" attitude.
- Availability to work on site and during evenings and weekends as needed for visitor service, facilities, needs, donor events, programs, and gatherings.
- Proficiency in CRM databases, data and spreadsheet reporting, and knowledge; Google Business Workplace and Microsoft Office Suite.

## **WORKING CONDITIONS**

- Ability to work on site five days a week.
- Ability to work at a multi-story 19th-century building and grounds, perform physical tasks (e.g., bending, lifting/carrying supplies) related to position.

## **About the Edward Hopper House Museum & Study Center:**

Overlooking the Hudson River in the Village of Nyack, NY, EHHM preserves and activates the birthplace and childhood home of iconic American artist Edward Hopper. Built in 1858, and open to the public since 1971, the 'Hopper House' anchors the artist's formative years that helped shape his views and aesthetics. The historic house is on the National Register of Historic Places, and the EHHM is a member of the Historic Artists' Homes & Studios, a coalition of the National Trust for Historic Preservation. Guided by its mission, EHHM explores the intersection of place, memory, and creativity. The museum also cultivates a community of learning and appreciation for the arts inspired by Hopper's enduring local, national, and global legacy. Visitors explore interpreted, period spaces, including Hopper's light-filled bedroom and first studio, and engage in exhibitions connecting his life and artistic practice to that of contemporary artists. With strong community roots and a growing national profile, EHHM also presents lectures, concerts, and youth education programs. Looking ahead, EHHM is building toward a bold vision. It seeks to become a nationally regarded site that deepens and expands connections to Hopper's creative arc through engaging, innovative, and accessible experiences.

## **INQUIRIES & APPLICATION**

Please submit a Cover Letter, Resume, detailing your experience and qualifications, and three (3) Professional References, with the subject line "Visitor Experience & Operations Manager Search - [Your Name]" to:

Kathleen Motes Bennewitz  
 Executive Director, Edward Hopper House Museum & Study Center  
 82 N. Broadway, Nyack NY 10960  
[kbennewitz@hopperhouse.org](mailto:kbennewitz@hopperhouse.org) || (845) 358-0774

## **Application Deadline: April 15, 2026.**

Applications will be reviewed on a rolling basis until the position is filled.

*Edward Hopper House Museum & Study Center is an Equal Opportunity Employer. As such, we are interested in candidates who are committed to high standards of scholarship, performance, and professionalism, as well as to the development of a climate that supports equality and diversity.*