

Van Cortlandt House Museum

Van Cortlandt Park

Bronx, NY 10471

Van Cortlandt House Museum (VCHM) is owned by the New York City Department of Parks and Recreation, operated by The National Society of Colonial Dames in the State of New York (NSCDNY), and is a member of the Historic House Trust of New York City (HHT). The museum has been stewarded by the NSCDNY for 129 years and was the first public-private collaboration in New York.

VCHM is a 1748 Georgian house that sits on a beautiful one-acre lot within Van Cortlandt Park in the northwest Bronx. It is a National Historic Landmark listed on the National Register of Historic Places, and both its exterior and interior are designated New York City Landmarks.

As a historic site with many layers of history, we bring our mission to life through a full calendar of educational, experiential, and culturally responsive programs while offering visitors a compelling curatorial experience centered on early American history and decorative arts.

Visitor Experience & Communications Manager

Van Cortlandt House Museum

Reports to: Museum Director

Status: Full time, hourly, non-exempt

Format: Fully onsite

Position Overview

The Visitor Experience & Communications Manager is responsible for advancing the museum's public presence, audience growth, and on-site visitor experience through coordinated communications, program support, and operational systems.

This position requires strong organizational and task management skills and a commitment to maintaining clear systems that support marketing, programs, and visitor experience across the institution.

The position works closely with the Museum Director to support institutional short- and long-term strategic goals and ensure strong execution across public-facing and operational functions.

Primary Responsibilities

Communications & Marketing

- Lead social media strategy, content planning, and execution
- Manage marketing timelines and workflows for programs, exhibitions, and institutional initiatives
- Draft and distribute e-newsletters
- Coordinate marketing outreach and public listings as needed
- Track and report engagement and audience growth metrics
- Maintain tracking systems for communications and program calendars

Program & Event Support

- Support the development and operational execution of public programs and events
- Coordinate logistics including registration platforms, run-of-show documents, staffing needs, and on-site execution
- Maintain program documentation and post-event reporting

Reporting & Revenue Tracking

- Prepare weekly and monthly attendance, revenue, and bank deposit reports
- Reconcile and document bank deposits

Additional Responsibilities

- Weekend oversight of a small, part-time Visitor Services team

- Support exhibitions, educational initiatives, volunteer and intern coordination, and other cross-departmental projects that strengthen public engagement and interpretation.
- Museum shop: manage shop inventory, stock levels, merchandising, maintain POS system accuracy and reporting.
- Other duties as assigned.

Physical Requirements

This role requires the ability to move throughout a historic building, including climbing stairs, and to lift and carry materials weighing up to 20 pounds. Reasonable accommodation will be considered in accordance with applicable law.

Qualifications

Required

- Bachelor's degree in Communications, Museum Studies, Public History, African American Studies, Arts Administration, History, Education, Marketing, or a related field; commensurate experience will be considered
- 2–4 years of experience in a museum, cultural institution, nonprofit, or other public-facing organization
- Demonstrated experience managing social media platforms and supporting marketing initiatives
- Strong writing and editing skills for newsletters, digital communications, and public-facing materials
- Comfort with regular public interaction and speaking
- Experience supporting public programs or events from planning through onsite execution
- Strong organizational skills with the ability to manage multiple deadlines
- Comfort with data tracking and basic reporting in spreadsheets, including attendance and revenue documentation

- Proficiency in Microsoft Office, Google Workspace, Zoom, Canva or Adobe Creative Suite, and familiarity with POS systems; experience with collections databases such as PastPerfect a plus
- Experience with email marketing and ticketing platforms (e.g., Mailchimp, Eventbrite)
- Ability to work both collaboratively and independently
- Commitment to inclusive, accessible, and community-centered engagement practices
- Ability to work effectively with a wide range of stakeholders including visitors, NSCDNY members, community partners, educators, Parks staff, Van Cortlandt Park Alliance, and institutional collaborators
- Availability to work consistent weekends and occasional evenings for programs and events

Preferred

- Fluency in Spanish or other languages commonly spoken in New York City is preferred
- Experience coordinating volunteers or interns
- Familiarity with American history, particularly the 17th and 18th centuries
- Familiarity with museum interpretation, exhibitions, or K–12 educational programming

Hours and Compensation

This is a full-time, hourly, non-exempt position with a pay range of \$26–\$28 per hour (equivalent to approximately \$47,000–\$51,000 annually based on a 35-hour workweek).

Work schedule: 35 hours per week: Tuesday- Saturday 10 AM- 5 PM with flexible availability required for occasional evenings and additional weekend days in support of programming.

Package includes: 10 days annual paid vacation, 12 annual paid sick/safe leave days, 4 paid personal days.

Interested applicants should submit a resume and cover letter *in a single combined PDF* and a social media or marketing portfolio (if available) to: careers@vchm.org

Van Cortlandt House Museum is an equal opportunity employer and does not discriminate on the basis of race, color, religion, creed, gender, gender identity or expression, sexual orientation, national origin, age, disability, marital status, veteran status, or any other protected status under applicable law. If you require accommodations as part of the interview process, please contact careers@vchm.org.

Disclaimer

This job description is intended to describe the general nature and level of work performed and is not intended to be an exhaustive list of all responsibilities, duties, or qualifications. This position is at-will and does not constitute a contract of employment.