



Pacific Grove Museum of Natural History, Job Opportunity

Job title: Museum Administration Manager

Supervisor: Director of Development & Engagement

Direct Reports: PT Guest Services Specialist(s), IT, Office & Security vendors

Peer Positions: Collections & Research Manager

Status: Full-time / Non-Exempt / Benefits Eligible

Hours: 40 hours per week, Monday-Friday (9am-530pm), occasional evenings and weekends will be required

Compensation: \$24.50-27.50hr

The Position

Reporting to the Director of Development & Engagement, PGMNH is seeking an exceptional person to fill a key position of Museum Administration Manager (MAM) within a small, dynamic team. This role is our administrative powerhouse and is responsible for ensuring high quality management and delivery of all Museum administration systems. We seek a candidate who embraces our mission and vision, is a creative problem solver, a proactive planner, an efficient and effective communicator, and enjoys the fast pace of a fun, ambitious, regional science and natural history museum environment. The MAM also oversees the PT Guest Services Specialist(s) and serves as front desk support in their absence.

PGMNH Mission & Vision Statements

To inspire discovery, wonder, and stewardship of our natural world.

We envision a community of curious minds, engaged in discovering the natural heritage and cultural legacy that exist today on the Central California Coast. The Museum is a catalyst for conservation and a valued learning resource in this region, facilitating active inquiry for all ages.

Primary Responsibilities:

Administrative

- Maintain and further develop Museum admin systems and procedures, using a variety of software packages, specifically demonstrating high competency in Blackbaud's Altru, Microsoft Office Suite, Constant Contact, Square Space, and ensure the smooth running of the office, including coordinating vendors, suppliers, maintaining/ordering office supplies, and file maintenance.
- Provide administrative support to the Directors, the Controller as required, including preparing correspondence, donor acknowledgments, donor reports, bank deposits, and other confidential documents, as well as organizing internal and external meetings, including staff meeting note taking.
- Manage a range of supplier contracts and procurement, and maintain a schedule of renewal dates for the Museum eg automotive, insurance, janitorial, professional licenses, staff trainings, security and memberships.
- Overall management, input, and regular clean-up of the donor database.
- Act as the contact point for all general Museum communications, including managing City work orders, the mail, and telephone inquiries.
- Act as admin to the Board of Directors, including scheduling/servicing Board and Committee meetings, online upkeep of the Board site, and assist in meeting statutory obligations.
- Onboarding of new staff for procedures and processes training, maintains Employee Handbook, IIPP, and Emergency Planning documentation.
- Provides front desk breaks for Guest Services positions.
- Submits and tracks work orders for Facilities via the City of Pacific Grove.
- Supports mass mailings for Development, Membership, and Marketing purposes and keeps files up to date with regard to major donors.

Management (Systems & Programs)

- Manage internal communications, staff meetings and Board events/website.
- Manage the Give the Gift of membership campaign under the direction of the Director of Development & Engagement.

- Manage Membership program administration, timely mailing of new member and member renewal information, including lapsed member mailing/backlog.
- Prepare a monthly Museum metrics report for ED review and post to the Museum website.
- Maintain and further develop systems relevant to a small non-profit museum.
- Manage Museum POS booking systems, including Altru, group sales for the public, booking camps and classes, and membership database.
- Supports and supplies data to the Controller and Executive Director for annual audits, accreditation, and grants management.

Other:

- Cover/manage basic essential duties in the absence of other staff ie Front Desk.
- Any other reasonable duties as may be required by the Director.

Qualifications & Skills:

- 4-5 years of direct work experience in administration management in a fast moving environment.
- 2-3 years of experience coordinating contractors, suppliers, maintaining/ordering office supplies, and file maintenance.
- Demonstrated expertise in data systems management that pertains to non-profits ie Altru, Microsoft Office, donor/member databases, and scheduling software.
- A commitment to diversity, equity, accessibility and inclusion in the workplace.
- Experience in a museum or non profit environment.
- Bachelor's degree in business, management, administration, or related field.
- Ability to represent the museum with clarity and courtesy to staff, partners, colleagues, vendors, contractors, and volunteers.

Working Conditions:

Essential and marginal functions may require maintaining physical condition necessary for standing or sitting for extended periods. Moderate lifting such as setting up 100 chairs for a lecture and operating motorized vehicles. The position may require the need to lift exhibit items weighing up to 40 pounds, and may involve working both indoors and outdoors in a variety of weather conditions. Proof of COVID vaccination is required by the Museum, as is the ability to wear a mask indoors (N95 if working with children).

Licenses and Certification:

Possession of a valid California driver's license, a satisfactory driving record, and current insurance. Current CPR and First Aid certification is preferred.

To Apply:

Please email a letter of interest, resume, and contact information for 3 references to Susan Wolfe, Director of Development & Engagement at wolfe@pgmuseum.org