

## **LUSSIER FAMILY HERITAGE CENTER MANAGER**

### **DEFINITION**

Under general supervision of the Park Director, manage Dane County's Lussier Family Heritage Center (a multi-purpose facility at Lake Farm County Park within Nine Springs E-way and Capital Springs Centennial State Recreation Area). In conformance with policies, provide ongoing administration and management of marketing, fundraising, fiscal management, operations and maintenance, rental of space, facilitation of special events and development of cultural exhibits. Incorporate goals of the facility with the volunteer program and other users of the Center. Provide space for educational opportunities on site and coordinate with other event and event locations within the county.

### **EXAMPLES OF DUTIES**

Provide day-to-day operations management of the facility including the implementation of operational guidelines, policies and procedures; market and sell available space at the center and adjacent barn and assist customers in facilitation of their events; update brochures, website, and other strategic sales campaigns, site tours and advertising information for the facility.

Spearhead fundraising efforts by running campaigns, developing relationships with customers and community, identify and pursue additional funding opportunities, and prepare grants and alternative funding sources with a goal of developing a self-supporting facility for operation expenses; coordinate efforts in raising funds for the exhibit hall related to natural and cultural resource displays; develop new exhibits and clients for that space to provide a dynamic museum with a wide variety of themes and topics.

Maintain a current schedule of applicable fees and charges for use of the facility and grounds; maintain and update a reservation program and service delivery package for the center that reflects the new center with maturation of such products as the center grows and develops.

Supervise staff and volunteers who will provide customer service, reservation services, special event handling, and general maintenance of facility; provide job descriptions; conduct all hiring, training and other personnel related duties.

Working with the Park Director, develop and implement the annual budget, long-term fiscal requirements for operations, capital expenditures and revenue.

Conduct customer data collection for ongoing customer satisfaction evaluations to provide information for continuous improvement of services and variety of customer needs.

Work with temporary and long-term lease arrangement for space in the Center and provide onsite supervision of those leases; assist the Park Director in administration of the leases and lessor/lessee relations.

LUSSIER FAMILY HERITAGE CENTER MANGER (cont.)

Coordinate the maintenance and operations of the facility including onsite supervision and long-term maintenance plans; coordinate maintenance programs with Operations Manager and State Park Manager.

Assist the Park Director with the coordination of and implementation of the Operations Agreement with the State Department of Natural Resources for the Capital Springs Centennial Park as it relates to the Lussier Family Heritage Center and the immediate grounds.

Direct clerical staff in preparation of contracts and maintenance of event files; prepare monthly reports on events for the public and for departmental use.

Work with the Park Director on media activities including programs, news releases, newsletters and other related activities.

Prepare and present oral and written reports on the operations, fiscal management, marketing and sales functions of the Lussier Family Heritage Center. Perform other duties as necessary.

#### EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and experience equivalent to a Bachelor's degree in marketing, business, communication, hospitality management or related field and two years experience facility management and responsibility for leading others.

Knowledge, Skills and Abilities: Knowledge of modern office procedures and practices; leadership techniques to motivate subordinate staff; exceptional oral and written communication skills; computers skills, including word processing, spreadsheets, and publishing software; problem solving skills; and ability to manage time and multiple projects; and ability to interact with others.

Special Requirements: Must be willing to work some evenings and weekends. Physical requirements include the ability to set up and take down tables and chairs on numerous occasions with multiple repetitive lifting.