SHEBOYGAN COUNTY
MUSEUM

JOB TITLE: Operations Coordinator **DATE:** November 2026
CLASSIFICATION: Non-Exempt, FT **ANNUAL HOURS:** 2080 (40 hrs per week)

BASIC FUNCTION:
Under the direction of the Executive Director, the Operations Coordinator is responsible for day-to-day visitor services, museum store, and business administration, including routine financial recordkeeping. The position also coordinates communications, events, and administrative support for members, donors, and the Board of Directors.

REPORTING RELATIONSHIPS:
Reports To: Executive Director
Supervises: Volunteers and interns

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES/RESPONSIBILITIES:

Campus Operations **25%**
- Open and close the Museum ensuring the site is visitor ready.
- Welcome museum visitors, share information, respond to their interests and questions, handle front desk and store sales.
- Manage the Point of Sale system, store inventory, and program registrations.
- Maintain inventory for the museum office and kitchen needs.
- Coordinate bus group tours, including reservations and confirmations.

Business Operations **25%**
- Collaborate with the Executive Director and Bookkeeper to maintain financial recordkeeping, reconciliation, and routine financial reporting.
- Coordinate cash reconciliation and bank deposits.
- Oversee accounts receivable, including payment processing.
- Maintain contracts, licenses, financial records, and professional memberships.
- Serve as a point of contact for contractors, vendors, and managed accounts, including subscriptions.

Membership and Donor **30%**
- Assist the Executive Director with planning, organizing, and implementing member and fundraising strategies.
- Assist in implementing strategies for identifying, cultivating, asking, and soliciting new donors, sponsorships, and grants.
- Track donor, sponsorship, and grant solicitation.
- Maintain all records pertaining to the Museum members and donors.
- Process gift, donations, and membership transactions.
- Develop, solicit, and organize articles for newsletters, annual reports, and email blasts.
- Produce marketing materials for the Museum, membership, and fundraising.
- Organize and implement fundraising and appreciation events.
- Coordinate physical mailings and electronic communications, including acknowledgements, newsletters, annual reports, and acknowledgments.

Board relations **5%**

- Gather, develop, and send Board of Director meeting packets.
- Assist and work directly with the Board of Directors and board committees.
- Assist Board Members with projects and requests, on occasion.

General Site Operations[1] **10%**

- Opening and closing Museum including historic buildings.
- Assist with budget preparation and annual planning process.
- Assist with welcome desk duties, special events, and installation of exhibits.
- Participate in Holiday Memories preparation, set up, staffing, and take down.
- Participate in Strategic Plan projects.
- Participate in meetings.
- Support Education, Programming, and Collections staff when needed.

Other duties as assigned **5%**

JOB REQUIREMENTS:

Must be at least 18 years old.

Education, Licenses/Certifications and Work Experience

Education: Bachelor's degree.
Work Experience: Professional experience working with the public and volunteers. Previous experience with office management, retail, or database management preferred. Bilingual ability is a plus in serving a diverse community.
Background Check: Must pass a pre-employment background check.
Vehicle/ Driver License: Must possess and maintain a valid driver license throughout the course of employment.

Skills, Knowledge, Abilities

- Strong sense of customer service.
- Knowledge of basic graphic design.
- Organizational skills reflecting aptitude for multiple priorities.
- Ability to maintain good working relationships with staff, volunteers, Board of Directors, members, donors.
- Ability to manage time effectively and meet deadlines.
- Ability to maintain confidentiality.
- Ability to make informed decisions, solve problems, and think strategically.
- Knowledgeable in use of basic photo editing, graphic design, video editing, web design software, social media, Square, Canva, and Google systems.
- Ability to use database system
- Ability to deal effectively and courteously with constituents and stakeholders.
- Ability to work flexibly and with multiple interruptions.
- Attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Ability to make informed decisions and solve problems.
- Ability to take direction effectively.
- Ability to communicate both orally and in writing.

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, talk, and hear. The employee is frequently required to perform tasks while bending, squatting, knelling, and reaching from level ground overhead. The employee is frequently required to push and pull up to 30 pounds, hold and grip objects, and

[1] General Site Operations apply to all staff members.

have the ability to operate a keyboard and mouse.

WORKING CONDITIONS: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work will generally be performed indoors, occasionally outdoors where the employee will be exposed to changing weather conditions (rain, sun, wind, snow, etc.). The job requires the individual to follow standard safety procedures, be alert, and take necessary precautions to avoid possible injuries or health problems that may result from:

- walking on irregular ground;
- Ladders
- exposure outdoors to cold and heat.
- subject to noise; causes worker to shout in order to be heard.
- hot liquids.

Work schedule includes some weekend and evening responsibilities.

The statements stated in this job description reflect the general duties as necessary to describe the basic function, essential job duties/responsibilities, job requirements, physical requirements and working conditions typically required, and should not be considered an all-inclusive listing of the job. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Nothing in this job description restricts the Executive Director's right to assign or reassign duties and responsibilities to this job at any time.

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act. I understand this document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Signed: _____ Date: _____