

**AMERICAN CIVIL WAR MUSEUM**  
**Position Description**

**Title:** Site Director - Appomattox  
**Reports to:** Chief of Staff to the President and CEO  
**Supervises:** On-site visitor engagement and facilities personnel  
**Location:** Appomattox, VA  
**Salary:** Commensurate with experience

**Summary:** This position is responsible for leading the effective administration, management and operation of The American Civil War Museum in Appomattox. The Appomattox site is one of three locations operated by The American Civil War Museum headquartered in Richmond, VA.

The site director will report to the Museum's Chief of Staff and work collaboratively with our Richmond-based functional leads to deliver on our mission of exploring, inspiring, and promoting the public's understanding of the Civil War – its causes, course and consequences.

This is a full-time position with a competitive benefits package including medical, dental and vision benefits as well as a 403(b) retirement plan with match. The museum is open 363 days per year and availability is required during normal operating hours as well as select evenings, weekends and holidays.

**Duties and Responsibilities:**

- Oversight of daily Museum operations including managing staff and overseeing the opening, closing and maintaining of the facility
- Manage front desk and gift shop, including the hiring, training, scheduling, and supervising of staff members
- Provide and lead by example in delivering excellent customer service to visitors and guests of the Museum
- Liaise with community leaders and donors and pursue support and engagement of local officials
- Represent the Museum in local and regional events, in partnership with other museum staff
- Participate regularly in department meetings and staff meetings
- Plan and deliver special events hosted by the Museum
- Provide local support and direction to assist:
  - Retail lead with retail operations including sales, merchandising, and inventory management
  - Collections lead with maintaining and enhancing exhibits
  - Program and education leads with school and adult groups visiting the Museum

- Facilities lead with maintenance and upkeep of the facility
- Marketing lead in delivering appropriate regional advertising campaigns to promote visitation, programs and special events
- Development lead with promotion of memberships, fundraising activities and special development events
- Finance lead in support of preparation of annual budget and ongoing evaluation of revenue and expenses versus budget

**Required Qualifications:**

- Minimum of a high school diploma with some college (or equivalent) experience
- Demonstrated passion for History, Education, and/or Interpretation
- Superior public communications skills
- Excellent customer service skills
- Ability to manage multiple projects with concurrent deadlines
- Ability to work both independently and collaboratively
- Ability to adapt quickly and positively to changing circumstances
- Ability to work a flexible schedule

**Preferred Qualifications:**

- Bachelor's degree in History, Education, Museum Studies, or related field
- Demonstrated experience providing engaging educational experiences to a wide variety of audiences using hands-on activities or other interpretive techniques
- Demonstrated experience in teaching in a formal or informal learning environment or format
- Demonstrated experience with a Point of Sale (POS) system
- Demonstrated front-line customer service experience at a museum, historic site, or public-facing environment
- Substantial knowledge of nineteenth-century American social and Civil War history developed through formal education, professional experience or personal study