

**SEND COVER LETTER AND RESUME TO:**

Cape Cod Pilgrim Memorial Association  
ATTN: John DeSouza, Deputy Exec Director  
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**Cape Cod Pilgrim Memorial Association**

Job Description: Operations Team Leader

Reporting to: Deputy Executive Director/ (Executive Director)

Full-time/Part-time: Full-time (26 Pay Periods) Salary plus benefits -10 month work calendar

Salary: Management Pay-Band (Based upon education and experience)

**Purpose Statement:** The Operations Team Leader for the Cape Cod Pilgrim Memorial Association supports the operation of the organization by leading personnel assigned to specific functions (retail sales, parking, and event staffing, museum facilities, Docents and Volunteers). Duties could include but not limited to: scheduling and staffing personnel, retail-store inventory, training staff on operating procedures, assisting with software and hardware implementation, and supporting other duties as assigned. The Operations Team Leader is a member of the Senior Staff and is a confidential-hourly position requiring regular evening and weekend duty and the ability to lift more than 45#.

**Position Requirements:**

- Exemplary communication, execution, and organizational skills
- Ability to work as part of a cross-functional management team with an approachable “can-do” attitude
- Must be able to work weekends
- Ability to be flexible and adaptive with a superior work ethic
- Demonstrates superior customer service skills
- Demonstrated experience and ability to work in a diverse environment
- Direct experience with using Microsoft Office (Outlook, MSWord, Excel) and some experience with Point of Sale systems
- Preferred experience with online ticketing systems, Paychex Payroll processing, Mindshift email exchange
- Undergraduate Degree required, preference given to Non-Profit experience
- Criminal Background Check required
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Specific Position Accountabilities: \*Essential Function**

1. Serves as the Lead Position and as a liaison between the Staff and the Senior Management Team to ensure quality customer service and efficient and accurate operations transactions including guest services, inventory, sales, training, and cash-handling\*, and guest experience including facilities;
2. Creates operations schedule for functional areas including: retail store, parking, facilities, and event staffing\*
3. Communicates and supports a climate of hospitality with staff and guests on behalf of the Senior Management Team\*;
4. Improves standard operating procedures by recommending and implementing procedures, processes, and training\*;
5. Manages the retail-store and facilities cleaning supplies inventory & processes\*;
6. Assigns work tasks to staff and participates in performance (evaluation) reviews/progressive discipline as required with the Executive Director or Deputy Executive Director\*;

7. Manages daily-retail and back-office bank deposits per standardized process\*;
8. Works with other senior staff, IT contractors and outside vendors to evaluate and update/upgrade the POS as necessary to optimize system performance. Also, assists with research and recommendations for new POS system expenditures or products as needed for budgetary purposes.
9. Works with the Volunteer/Docent Advisory Committee to create and maintain a Docent and Volunteer Program for operational outlets as needed.
10. Oversees product purchasing and merchandising decisions as needed.
11. Attends professional growth and development training sessions as required;
12. Promotes a culture of diversity, acceptance, and tolerance in keeping with the historic nature of The Pilgrim Monument and Provincetown Museum; and
13. Performs other duties as assigned by the Deputy Executive Director/ (Executive Director).

**Qualifications:**

**Education/Experience:** Undergraduate Degree (BA/BS) and at least two years of related experience and/or training.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, the individual must have significant knowledge and successful experience (Cross-Platform Windows/MAC) with Microsoft Outlook & Office, and Intuit (QuickBooks and Quick Books Point of Sale) preferred, or equivalent POS systems.

**Certificates and Licenses:** Valid Driver's License, TIPS Certification preferred

**Physical Demands:** While performing the duties of this job, the employee is regularly required to stand; use hands and talk or hear; walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The work environment has a moderate noise level with occasional outside work responsibilities in inclement weather.