

Part-time (15-20 hours per week) Contract Position Opening:
Tours and Office Coordinator

ROLE:

The Historic Pullman Foundation is seeking a Tours and Office Coordinator to join our team. The ideal candidate has strong organizational skills; genuinely loves working with people; and thrives in an environment where multi-tasking and thinking proactively come second nature.

The Coordinator will serve in three main capacities: One- as the primary tour coordinator for HPF and secondarily for the National Park Service and our other partners; Two- Coordinating membership tracking, renewals and benefits; Three- Running the office at Exhibit hall and administrative duties associated with that. The role also serves as an ambassador of the organization to visitors and guests. Occasional weekend and evening hours are a mandatory aspect of the role.

Key Responsibilities:

Tour Coordination: ~40% of the job

- Maintains up-to-date master Google calendar of Tours and Exhibit Hall usage
- Maintains Monthly Tour Eventbrite announcements and signup
- Assists in coordination of schedules of tour guides
- Attends Tourism events (Choose Chicago, South Side Tourism Bureau, etc.)
- Assists in marketing to Tourism companies and strategies to expand marketing
- Oversees communications with all historic tour bookers and a database of contacts
- Works with community partners such as Pullman National Historical Park, State Historic Site Staff, Pullman House Project and the National A. Philip Randolph Pullman Porter Museum.
- Fulfills other duties as required by the staff

Membership Support: ~30% of the job

- Assists Director of Communications and Membership in membership acquisition.
- Maintains membership database, insures timely confirmation of membership sign up and issuing membership cards.
- Tracks and Sends membership Renewals via mail and email
- Tracks and coordinates membership benefits (sending gifts, scheduling visits, etc.)
- Fulfills other duties as required by the staff

Exhibit Hall Office Administrator: ~30% of the job

- Keeps an eye on Exhibit Hall needs and conditions. Reports needed supplies.
- Supports and advises volunteers during open hours.
- Answers and directs calls. Fields public inquiries via email.
- Restocks Gift Shop.
- Assists in purchasing for office and NPS needs.
- Assists in Tracking daily attendance and capturing visitor contact information
- Assists with Mailings and other administrative duties.
- Assists in coordination of events.
- Fulfills other duties as required by the staff

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This position involves competing demands, performing multiple tasks, working to deadlines, work outside normal business hours including evenings/weekends for special events upon request. The hours are typically performed on-site at Exhibit Hall, though some flexible remote schedule can be negotiated.

This position requires the ability to do one or more of the following throughout the day; stand, walk, sit, bend, and reach above and below the shoulder level, involves frequent repetitive motion (typing, filing, etc.) and some light lifting. The noise level in the open work environment varies from quiet to loud.

HOURS AND COMPENSATION

This position is early to mid-level with administrative assistance responsibilities. Hourly rate of \$23.00. Contractor is responsible to reporting hours and keeping track of totals.

This position is currently scheduled for Wednesday-Saturday ~11:45 am-4:15 pm with occasional event hours (evenings and weekend days). Some (minor) adjustment is possible.

MINIMUM QUALIFICATIONS

Bachelor's degree or equivalent work experience required

Strong organizational skills—ability to manage various projects simultaneously and efficiently

Good skills for interacting with the public

Ability to work independently and collaboratively with a broad mix of personality types

Strong problem-solving skills

Strong computer skills, including use of Google Suite and Microsoft Office Suite (Word, Excel, PowerPoint, etc.) and Zoom

PREFERRED QUALIFICATIONS

Familiarity with Pullman

Strong researching, proofreading, and editing skills

Familiarity with registration database management

Familiar with tours, tourism, membership, event planning and/or office management.

REASONS TO JOIN OUR TEAM

Join the small, collaborative team that helped bring the National Park Service to Chicago and is part of a cultural revival on Chicago's south side with our partner organizations. Be a part of telling important, living American Stories in one of the country's more storied neighborhoods.

ABOUT US

The Historic Pullman Foundation is the nonprofit partner of Pullman National Historical Park. We support the National Parks through fundraising, program augmentation and volunteer coordination. For nearly 50 years, we have created opportunities for all people to experience and understand the continuing American story that is Pullman, through tours, exhibitions, programs and the preservation of buildings and artifacts.

APPLICATION INSTRUCTIONS

To apply, send a resume, cover letter and contact information for two references to foundation@pullmanil.org

Residents of the south side of Chicago and nearby suburbs are especially encouraged to apply.

A background check will be completed prior to hire.