



Statue of Liberty  
& Ellis Island  
FOUNDATION

## **Assistant Manager, RDC**

**Status: Full-time, non-exempt, manager**

**Reports to: Director, Records Discovery Center**

### **Overview**

The Records Discover Center (RDC) is located within the National Museum of Immigration on Ellis Island. Visitors to the Center, which is run by the Foundation, can access an awe-inspiring Arrival Records Collection to find family members and notable historic figures who arrived in the United States from every part of the globe. Visitors can purchase archival prints of ship manifests and other interpretive offerings. The emotional journey of unearthing and connecting to family history has long been at the core of the Ellis Island experience.

The Records Discovery Center was recently renovated to expand access and engage more visitors. The Arrival Records Collection now has over 100 million records, from not only the Port of New York but also ports of entry across the U.S.

RDC staff provide customer service, research assistance, and sales help to tens of thousands of Ellis visitors from all over the world. The Assistant Manager is responsible for guiding staff and users, either on Ellis Island or on the Foundation's website, in their search of immigrant records, as well as assisting in purchases/contributions.

A successful candidate should have excellent communication skills and customer service skills with the ability to interact with the public in significant numbers. They should be tech-savvy and familiar with databases and interested in helping oversee the Center's operations.

### **Responsibilities**

- Respond to questions from the public, members, and donors by email, phone, mail, and in person.
- Successfully conduct Arrival Records Collection searches in a timely manner.
- Process visitor transactions through the point-of-sale (POS) system and assist with online order fulfillment.
- Update CRM database to accurately keep a record of communication with visitors, members and donors.
- Build and maintain positive relationships with Foundation staff, donors, and VIPs, as well as National Park Service staff.
- Provide regular updates to the Director regarding potential issues and concerns.
- Demonstrate professionalism, ethical conduct, and adherence to organizational policies and procedures.
- Assist in operations management, including with databases, supply inventories, equipment, and external vendors.

### **Qualifications**

- Bachelor's degree or equivalent related work experience.
- 2+ years of directly related progressively responsible experience in a non-profit organization, museum, call centers, or revenue operations environment preferred.

- Proficiency with Microsoft Office programs such as Word, Excel and Outlook.
- Experience with WordPress (specifically the WooCommerce plugin) and Salesforce strongly preferred.
- Interest in Genealogy, History, and/or Geography preferred.

### **Skills & Competencies**

- Exceptional customer service skills. Calm, flexible, and positive, with the ability to interact professionally with a wide variety of people.
- Strong communication skills. Bilingual or multilingual preferred.
- Ability to efficiently manage multiple projects with competing deadlines. Strong organizational skills and attention to detail.
- Ability to absorb new information on our databases and business processes from your peers and training materials.
- Proven ability to work independently and collaboratively.

### **Compensation, Benefits and Logistics**

- This is a full-time, non-exempt management position with full benefits, paid time off (PTO) and holidays.
- This position pays \$26.50-\$28.50 per hour for ~35 hours/week.
- Weekends/holidays are often required. Days and hours of work are dependent on location and season.
- The position requires the ability to stand for long periods of time.  
This job is at the Ellis Island National Museum of Immigration. Ferry transportation is provided by the Foundation.
- This position occasionally requires the employee to travel between the Manhattan office and 2 museum sites (Liberty and Ellis Island).

### **Application process**

- Please email one-page cover letter and resume to: [careers@libertyellisfoundation.org](mailto:careers@libertyellisfoundation.org) with the job title in the subject line. Each file name should begin with the applicant's last name.
- No phone calls, please.

### **About the Statue of Liberty & Ellis Island Foundation ([www.LibertyEllisFoundation.org](http://www.LibertyEllisFoundation.org))**

The Statue of Liberty & Ellis Island Foundation is the 501(c)(3) nonprofit that preserves, restores, and honors the Statue of Liberty and Ellis Island, collaborating with the National Park Service in one of the country's most successful public-private partnerships. In 1982, President Ronald Reagan called for the Foundation to lead a private-sector effort for the centennial restorations of the historic monuments. The Foundation's efforts have also included the construction of the Statue of Liberty Museum, the development of the free Arrival Records Collection database, and now a multi-year project to revitalize the Ellis Island museum. Every year, the Foundation connects millions of visitors to these American icons through the family history center on Ellis Island, the audio tours, and the interactive museum exhibits.

*The Statue of Liberty & Ellis Island Foundation is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.*