



# Bois Forte Band of Chippewa

5344 Lakeshore Drive ■ Nett Lake MN, 55772 ■ 218-757-3261/1-800-221-8129

## HERITAGE CENTER VISITOR SERVICES MANAGER

### *Position Description*

**Opens: June 10, 2025**

**Closes: June 16, 2025**

<b>Department:</b>	Heritage Center	<b>Reports to (title):</b>	Heritage Center Director
<b>Job Code:</b>	N-10	<b>Job Location:</b>	Heritage Center -Vermilion, MN
<b>Pay Range:</b>	Min: \$17.02 Mid: \$21.28 Max: \$25.53	<b>Supervises:</b>	None
<b>Hours/week:</b>	40	<b>Classification:</b>	Non-Exempt
<b>Type of Position:</b>	Full Time	<b>Effective Date:</b>	06/30/2024
<b>Indian Child Protection Background:</b>	No	<b>Revised Date:</b>	06/30/2024

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as "Band").
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

### POSITION PURPOSE

The Heritage Center Visitor Services Manager is responsible for managing the day-to-day operations of the museum's public spaces as well as retail and wholesale operations and interpret the museum to visitors by guiding tours, performing on-site demonstrations, overseeing admissions and general duties.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Oversee the maintenance of the museum's public spaces, including restrooms, walkways, and flowers.
2. Supervise the operation of the museum gift shop at Bois Forte Heritage Center.
3. Collect admission fees, make retail sales, and track all gift shop revenue.
4. Control inventory, selection and purchasing, develop and implement fiscal and inventory-control procedures, arrange retail sale items, recordkeeping, cashier reports, and assist the public in purchasing merchandise.
5. Greet and orient museum visitors.
6. Assist Heritage Center Executive Director in the management of gift shop operation budget.
7. Provide oversight of all office practices and procedures for the Heritage Center.
8. Use various computer programs to complete forms and other written materials.
9. Maintain standards for an efficient operating office, reception desk, and museum gift shop.
10. Interpret the history and culture of the Bois Forte Ojibwe through tours and on-site demonstrations.
11. Study and master site related historical and other materials to enhance knowledge of and delivery of site interpretive services.
12. Assist with the maintenance and protection of the Heritage Center collections, facility, and grounds.
13. May perform light maintenance and janitorial tasks.

# HERITAGE CENTER VISITOR SERVICES MANAGER

Page 2

## Position Description

14. Workday schedule includes rotating weekend, holiday, evenings, and on-call.
15. Knowledge of and helping to revise Heritage Center Emergency and Disaster Plans.
16. As an employee of the Bois Forte Reservation, will follow the Bois Forte Procurement Policy and any other applicable procurement requirements when obtaining goods and/or services for the Bois Forte Band of Chippewa.
17. Other job-related duties as assigned by supervisor

### MINIMUM MANDATORY QUALIFICATIONS

Experience:	<ul style="list-style-type: none"><li>Two (2) years working in retail sales, wholesale, and/or public relations.</li></ul>
Education:	<ul style="list-style-type: none"><li>High School Diploma or GED. Demonstrated ability or relevant work experience may be substituted for education.</li></ul>
License/Certification:	<ul style="list-style-type: none"><li>None.</li></ul>
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	<ul style="list-style-type: none"><li>Demonstrated experience in retail merchandising practices and techniques; inventory, cash control and report writing, and effective communication.</li><li>Education and/or experience in retail management.</li><li>Demonstrated knowledge of computer software such as Word Perfect, Excel and Power Point.</li><li>Excellent interpersonal and oral communication skills.</li><li>Experience in teaching, museum interpretation, theater, or storytelling.</li><li>Strong background in American Indian History with emphasis in Ojibwe history.</li><li>Familiarity with issues of cultural diversity.</li><li>Demonstrated experience working with diverse audiences of varying cultural backgrounds, ages and abilities.</li><li>Demonstrated excellence in providing consistent, quality customer service.</li><li>Must pass a pre-employment drug and alcohol test and background check.</li><li>Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment.</li><li>Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.</li><li>Ability to perform other duties as assigned.</li><li>A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.</li><li>Access to reliable transportation.</li><li>Ability to search and apply for grants.</li><li>Basic understanding and knowledge of federal laws and regulations.</li></ul>

### PREFERRED QUALIFICATIONS

- None.

### WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear, and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 40 pounds. Specific vision

# HERITAGE CENTER VISITOR SERVICES MANAGER

Page 3

## *Position Description*

abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.

Mental demands: There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

### TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

### OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.

Background Investigation: This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.

Drug Screening: All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

**PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS.** Please visit our website at [www.boisforte.com/employment](http://www.boisforte.com/employment) to complete an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-6781, [hrgeneralist@boisforte-nsn.gov](mailto:hrgeneralist@boisforte-nsn.gov) Applications received after the closing date will not be accepted.