

C&O Canal Trust Position Description

TITLE:	Canal Quarters Manager
REPORTS TO:	Director of Programs & Partnerships
LOCATION:	Hybrid , in office at C&O Canal National Historical Park Headquarters in Williamsport, MD and telework. The position requires frequent travel for field work in Montgomery County, MD.
DURATION:	Permanent Employee
HOURS:	Full-time



Overview

Are you ready to bring your energy and skills to help preserve the largest national park in the Washington, DC, region? The C&O Canal National Historical Park (NHP) runs 184.5 miles along the Potomac River from Washington, DC, to Cumberland, Maryland. It is beloved by over five million people who use it annually for recreation, exercise, and the enjoyment of history and nature. Almost entirely fee-free, it is one of the most accessible and visited national parks in the nation, attracting higher annual visitation than either Yellowstone or Yosemite. Unique among its attractions is the Canal Quarters overnight interpretive program, in which visitors can stay overnight in a restored 1830s-era stone or brick lockhouse, mere steps from hiking, biking, boating, fishing, birding, or many other recreational opportunities.

The C&O Canal Trust is the official philanthropic partner to the C&O Canal NHP, a growing nonprofit that raises funds to preserve and protect the C&O Canal NHP and manages programs that promote the Park's natural, historical, and cultural resources for recreational and educational purposes. The care and preservation of the seven historical lockhouses in the Canal Quarters program rank high on our list of funding and programmatic priorities, which is why we are looking for the best person to lead the program to its next level of growth and engagement.

The Position

The C&O Canal Trust seeks a Canal Quarters Manager with strong interpersonal and collaboration skills, great attention to detail, a strong work ethic, and ability to excel both in the office and the field. An ideal candidate values the Trust's mission and shares our commitment to preserving Park resources, helping visitors find new ways to experience the Park and volunteers to thrive in a rewarding program. The position manages the daily operations and needs of the guests, volunteers, and houses, as well as other programmatic support as needed.

The Canal Quarters Manager reports to the Director of Programs and Partnerships, and works closely with Trust volunteers, contractors, and the National Park Service. The position is based in the C&O Canal NHP in a new headquarters building adjoining the Park in Williamsport, Maryland. Trust staff operate under a hybrid model – in office and telework – but significant time will be spent in the Park as well.

Duties and Responsibilities

- Oversees the team that supports all guest needs and inquiries. This includes staffing the after-hours hotline on evenings, weekends, and holidays, and ensuring staff get ample time off.
- Manages the teams of volunteer “Quartermasters,” who perform light upkeep and care duties between guest stays. Empowers volunteers to keep the guest experience as enjoyable as possible.
- Oversees repairs and cyclical maintenance of the historic lockhouses. Works closely with Park staff to ensure that projects meet NPS compliance and safety regulations.
- Ensures that interpretive artifacts, furnishings, and other items in the houses reflect the house’s historical setting as authentically as possible while maintaining guest comfort and safety. Evaluates each house’s interpretive experience, both onsite and virtually, with an eye to expanding accessibility to the best of the Trust’s ability.
- Communicates regularly with Trust staff, the Canal Quarters Committee, and the Board of Directors to ensure quality and consistency as well as ways to expand the program.
- Maintains detailed records and tracking projects, , maintaining contact information, contracts, and appropriate forms.

All staff members are required to assist with general organization-wide duties and at major events. Moderate weekend work will be required. Compensatory time off is available.

Qualifications

- Bachelor’s degree in relevant field or equivalent experience required.
- Strongly prefer candidates with a good understanding of building maintenance issues, especially historic preservation. Experience working with hospitality and public lands a benefit.
- Must speak, read, and write fluently in English. Additional language competency, especially Spanish, preferred.
- Ability to balance multiple projects and priorities simultaneously and meet deadlines.
- Strong interpersonal and communications skills, both verbal and written.
- Flexible and self-motivated, able to work both independently and as part of a team.
- Strong attention to detail while ensuring big-picture success.
- Strong computer literacy with specific experience using Microsoft Office Suite.
- An enthusiastic commitment to the C&O Canal Trust’s mission.

Physical Demands and Safety

Work is performed both in an indoor office environment and outside throughout the Park with conditions varying by location and environment. Comfortability with physical work, working with tools, and working outdoors is necessary for success, including the ability to lift 50 pounds and independently manage supplies and tools. Reasonable accommodation and team support can be available when needed.

Travel

The main work location will be the Trust offices in the C&O Canal National Historical Park Headquarters in Williamsport, Maryland. The Park covers 184.5 miles along the Potomac River and touches many communities. Travel to a variety of locations, including on unpaved backroads, is central to the position. An excellent driving record is required and access to a personal vehicle is necessary. Mileage reimbursements are offered.

Salary Range and Benefits

The salary range is \$44,000-\$47,000 based on experience and the ability to meet the required responsibilities. The Trust offers a competitive benefits package including partial telework, 100 percent employer paid health insurance premiums; vacation, sick, and personal leave; 14 paid holidays; and the C&O Canal Trust's Simple IRA retirement program (up to 3 percent employer matched).

To Apply

For priority consideration, please submit a cover letter and resume to Aidan Barnes, Director of Programs & Partnerships, at jobs@canaltrust.org by November 17, 2023. Applications will be accepted until the position is filled. To learn more about the C&O Canal Trust go to www.canaltrust.org.

Equal Employment Opportunity

The C&O Canal Trust is committed to providing equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex, or age.