

Heart of the Civil War Heritage Area Seeks Newcomer House Manager

The Newcomer House Manager oversees the daily operations of the Newcomer House on Antietam National Battlefield, the Visitor Center for the Heart of the Civil War Heritage Area, an independent nonprofit. The Newcomer House Manager ensures that the Newcomer House offers a welcoming and informative experience for visitors. This position works directly with the Heart of the Civil War Heritage Area's Director of Operations and Programs as well as the National Park Service and Visit Hagerstown-Washington County Convention and Visitors Bureau. This position manages volunteer scheduling, recruitment and engagement; plans and oversees monthly programs at the Newcomer House during the open season; and ensures that the Newcomer House is clean, stocked with brochures, and staffed throughout the season.

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The Newcomer House is open June through September. In April, May, October, and November the house is open only on the weekends. It is closed December through March.

This position will work an average of 8 hours per week over the course of a year; working fewer hours some weeks and more hours during others. This part-time position will begin in early 2026, with pre-season planning in collaboration with the Heart of the Civil War Heritage Area.

Compensation: This position works variable hours throughout the year, with an average of 8 hours per week. This position pays \$20/hr.

22 S. Market Street, Suite 215
Frederick, MD 21701
info@heartofthecivilwar.org
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Volunteer management duties:

- Conduct outreach to recruit new volunteers, typically through press releases and follow-up phone interviews.
- Ensure all volunteers complete the NPS Volunteer Application and have a signed NPS Volunteer Agreement prior to service; renew agreements annually.
- Add and update volunteer information in Neon.
- Maintain the shared volunteer contact spreadsheet on Google Drive.
- Communicate to share updates and request shift coverage with volunteers regularly via email, phone, and SignUpGenius.
- Cover unfilled volunteer shifts when possible.
- Update Newcomer House Volunteer Handbook annually.

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Plan and facilitate:

- Pre-Season Orientation Session (late March) – 3–4 hours, includes a box lunch.
- Special trainings and volunteer meetings as needed.
- Post-Season Volunteer Appreciation Party – recap season and recognize service; includes light catered refreshments.

Programming duties include:

- Schedule and oversee monthly Porch Programs:
 - Secure presenters and finalize program calendar with HCWHA and NPS approval.

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- Coordinate stipends, presenter lunches, and special equipment needs (e.g., tents, portable speaker system).
- Maintain communication with performers and ensure all logistical details are in place.

Facility & Operations Management duties include:

- Arrange and oversee routine cleaning of the Visitor Center
- Ensure brochure racks are fully stocked, coordinating with local tourism entities as needed.
- Monitor and replenish supplies including paper products, cleaning items, and light bulbs.

Qualifications

- Strong communication, organization, and interpersonal skills.
- Experience with volunteer coordination, event planning, or public engagement preferred.
- Ability to maintain professionalism in a public-facing environment.
- Proficiency with email, Google Drive, and online scheduling tools (e.g., SignUpGenius).
- Comfort working collaboratively with the Heart of the Civil War Heritage Area, National Park Service, Visit Hagerstown-Washington County CVB and other tourism partners.
- Flexibility to work occasional weekends during the open season.

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Work Schedule

The Visitor Center operates seasonally; the Manager's schedule aligns with operating hours and program needs. Pre-season and post-season work includes planning, volunteer coordination, and program preparation.

To apply:

Please submit your resume, cover letter, and contact information for three references by Nov. 17, 2025 to Emily Huebner at emily@heartofthecivilwar.org. Interviews will be conducted by the week of Nov. 24, with the intention of selecting a final candidate by early December.

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