



# MUSEUM OF DISCOVERY AND SCIENCE

## JOB DESCRIPTION

**POSITION:** Museum Experience Coordinator

**ACCOUNTABILITY:** Museum Experience Manager

### **SUMMARY:**

The Museum Experience Coordinator will be responsible for staff supervision of fee-based programs primarily summer camps and day camps. Staff supervision includes scheduling, training, and evaluating of staff, implementation of programming activities, daily schedules, check-in and check-out procedures and interactions with parents and caregivers. The Museum Experience Coordinator must be friendly, energetic, and organized with excellent customer service and problem-solving skills in a fast-paced environment. The coordinator should have a guest-first, professional approach to the position.

### **QUALIFICATIONS:**

College degree with 2 years' experience in a museum or educational setting. Must be able to spend the night at the museum during camp-ins (16-hour shift) and work weekends, evenings and holidays on a regular basis. Bilingual in English/Spanish desired. Must be able to stand for prolonged periods of time and lift 25 lbs.

### **RESPONSIBILITIES:**

1. Develop and implement hands-on educational programs for camp-ins, Kids Adventures After Dark and other programs as assigned.
2. Train and supervise staff and operations of the fee-based programs to ensure programs are being delivered at a high quality and that all programs have the necessary supplies and materials.
3. Generate annual budgeted minimum income for program revenue from Kids Adventures After Dark and camp-ins while adhering to the expense budgets.
4. Assist manager in recruiting responsible and mature staff to assist with program delivery.
5. Work with the Museum Experience Manager to evaluate the effectiveness of programs and systems for camp-ins, Kids Adventures After Dark, and other programs as assigned. Make the appropriate adjustments needed to improve the programs.
6. Provide staff with program scripts and training for all fee-based programs.
7. Proactively develop working relationships with various agencies to form collaborations, which will build the fee-based program audience and meet budget

goals. These partnerships and relationships include organizations like the Boy and Girl Scouts, church groups, Indian Guides and Schools.

8. Implement programs within budget cost parameters.
9. Assist public programs with school programs, summer camps, day camps, and outreach as needed.
10. Serve as the floor supervisor as needed.
11. Accept other duties as assigned.

**COMPETENCIES:**

1. Written and Verbal Communication Skills.
2. Excellent customer service skills.
3. Time Management.
4. Ability to work with little or no supervision.
5. Detail oriented and excellent organizational skills.
6. Excellent analytical, critical thinking and problem-solving skills.
7. Ability to handle multiple projects simultaneously and independently.
8. Proven self-starter with demonstrated ability to make decisions.
9. Excellent relationship building, interpersonal and leadership skills.
10. Collaboration Skills.
11. Personal Effectiveness/Credibility.
12. Flexibility.
13. Technical Capacity Desired.
14. Stress Management/Composure.
15. Project Management.
16. First Aid, CPR and AED Certification within 90 days of start.

**SUPERVISORY RESPONSIBILITY:**

There are no supervisory responsibilities for this position.

**WORK ENVIRONMENT:**

This job operates in a fast-paced, non-formal educational museum setting. Must be able to perform the following physical behaviors repetitively throughout a shift: standing, walking, handling, reaching horizontally, grasping firmly, reaching above the shoulder, reaching below the waist, pushing buttons, bending, twisting, stooping, squatting, crouching, kneeling, and pushing. Must be able to lift and carry up to 50 lbs. Position may include indoors and outdoors in extreme temperatures.

**POSITION TYPE AND EXPECTED HOURS OF WORK:**

This is a full-time, exempt position, 40 hours per week. Days and hours of work will vary

depending on program scheduling requirements. Must be available evenings, weekends, holidays and overnights.

**TRAVEL:**

No overnight travel is expected for this position. There will be occasional local day travel.

**REQUIRED EDUCATION AND EXPERIENCE:**

College degree with 2 years' experience in a museum or educational setting.

**ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

Must have a valid class E driver's license.