



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION: Public Programs Coordinator

ACCOUNTABILITY: Public Programs Manager

SUMMARY:

The Public Programs Coordinator is responsible for the supervision of Public Programs staff, primarily 10-15 Science Presenters and public programs volunteers. The Public Programs Coordinator will create and maintain the daily staffing schedule, as well as fee-based program staffing, and special event staffing schedules to ensure exhibit areas and programs are covered. The Public Programs Coordinator will track attendance, tardiness, training, and evaluation of staff and provide general program support.

QUALIFICATIONS:

College degree with 2 years' experience in a Museum or educational setting. Equivalent experience can be substituted for formal education with CEO approval. Ability to communicate and work well with others to manage personnel and to assist in the budgetary process. Must possess excellent customer service and program presentation skills. Must be able to stand for prolonged periods of time and lift 50 lbs. Weekend, evening and holiday hours on a regular basis are required.

RESPONSIBILITIES:

1. Supervise floor staff and volunteers and create and maintain schedules for exhibits, floor demonstrations, table talks, and shows.
2. Work with Public Programs Manager, Volunteer Program Coordinator, and Training Manager, to ensure staff and volunteers are well informed, trained, and provide the highest level of customer service to our guests.
3. In coordination with the Public Programs Manager, evaluate all floor staff and public programs, and make the appropriate adjustments to ensure that the Museum is always providing the highest level of program offerings and excellent customer service.
4. Provide staff with program scripts and training for public programs and new exhibits.
5. Oversee the floor operations and ensure that exhibits are in good working order.
6. Serve as the floor supervisor on a weekly basis, as needed, to cover vacant day or evening shifts.
7. Implement and manage programs within budgeted cost parameters.

8. Work on the Museum floor as a Science Presenter, deliver camps, handle animals, greet schools, operate rides, and teach outreach and school programs as needed.
9. Always represent the Museum's best interest both internally and externally.
10. Perform other related 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.
14. Stress Management/Composure.
15. Project Management.
16. First Aid, CPR and AED Certification within 90 days of start.

SUPERVISORY RESPONSIBILITY:

This position supervises staff assigned to implement public programs.

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, hourly, non-exempt position, 40 hours per week. Days and hours of work will vary depending on Programs scheduling requirements. Must be available evenings and/or weekends, holidays, and overnights.

TRAVEL:

Some overnight travel may be 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 or equivalent experience teaching in a museum setting can be substituted for formal education with the approval of the CEO.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

Must have a valid class E driver's license.