



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION: Public Programs Manager

ACCOUNTABILITY: Director of Public Programs

QUALIFICATIONS:

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. Ability to manage personnel and to assist in the budgetary process. Excellent customer service, communication, and presentation skills. Must be able to stand for prolonged periods of time and lift 50 lbs. Weekend, evening, and holiday hours are required.

SUMMARY:

The Public Programs Manager will be responsible for the development and implementation of programs for the general public audience, Science Theater, and special events. Must be able to teach other programs as needed and will regularly supervise the staff, interns, and volunteers that work on the Museum floor.

RESPONSIBILITIES:

1. Responsible for the development, implementation, and supervision of all educational floor programs including floor demonstrations, table talks, special event weekends, and Science Theater shows.
2. Supervise the Public Programs Coordinator, the Floor Supervisor, the Community Inclusivity Manager, and other staff assigned to implement public programs.
3. Work with the Volunteer Coordinator and Human Resources Director to recruit responsible and mature staff and volunteers to deliver all programs.
4. Interview, hire, train, counsel, and terminate program staff as needed. Is responsible for the written evaluation of program staff in accordance with museum policy.
5. Continually monitor and evaluate all floor staff and volunteers in the delivery of public programs and customer service, making the appropriate adjustments to ensure that the Museum is providing the highest level of program offerings and excellent customer service at all times.
6. Provide staff and volunteers with program scripts and training for all public programs and new exhibits.
7. Initiate and develop working relationships with a multitude of "community partners" (agencies, clubs, academic partners, individual speakers, etc.) to create themed weekend events, programs, and special activities that will augment new IMAX films, traveling exhibits, or other themes as required by the museum's annual operating plans.

8. Supervise set up and activities of outside community partners that are on site for special programs.
9. Implement programs and events within budgeted cost parameters.
10. Work on the Museum floor, deliver camps, handle animals, greet schools, operate rides, and teach outreach and school programs as needed.
11. Represent the Museum's best interest at all times both internally and externally.
12. 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.
14. Stress Management/Composure.
15. Project Management.
16. First Aid, CPR and AED Certification within 90 days of start.

SUPERVISORY RESPONSIBILITY:

This position supervises the Public Programs Coordinator, the Floor Supervisor, the Community Inclusivity Manager, and other 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, 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 class E driver license.

SIGNATURES:

This job description has been approved by all levels of management:

Manager _____

President/CEO _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____