



Visitor Engagement Manager

Museum Experience Department

Status: 1 FTE / Non-Exempt
Schedule: Sundays-Thursdays
Salary: Manager 1, \$34,320-38,563, DOE
Reports to: Director of Museum Experience

MISSION

To develop innovative problem-solvers through playful learning experiences that strengthen relationships between children and their world.

ORGANIZATION OVERVIEW

Portland Children's Museum consists of three aligned entities: (1) the Museum, where exhibits and programs serve the public both on- and off-site, (2) Opal School, a fee-based preschool and K-5 public charter school, and (3) the Museum Center for Learning, which documents and disseminates fresh approaches to education and provides professional development for educators. In this description, Museum, School, and Center refer to the specific entity, while Portland Children's Museum (or, "the organization") refers to the whole.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

In the Portland metro area, 47% of students are children of color. At Portland Children's Museum, we strive to have our guest and school families reflect that diversity, and for our staff and board to be equally diverse. We are committed to eliminating barriers to access and equity and see a diverse workforce as a key step toward this goal. We actively seek to recruit, hire, promote, and retain a diverse workforce—one that welcomes and engages people from every background. We value our staff members, volunteers, and board members and their individual backgrounds, which further our ability to serve and learn from the diverse families that enrich our community. We invite you to join us on our journey.

POSITION OVERVIEW

The Visitor Engagement Manager leads and develops a team of Museum Experience Facilitators (floor staff stationed within the Museum's exhibits) that inspires and supports visitors' curiosity and creativity through playful learning, as expressed by the organization's specific approach of Playful Inquiry. The Manager develops staff capacity to be open, responsive, and dedicated to offering an excellent visitor experience by iteratively developing, implementing, and documenting floor programs, facilitation techniques, and visitor interaction strategies. The Manager directly supervises the Museum Experience Supervisor (who oversees floor staff), Clay Studio Specialist (who oversees the Clay Studio), and Maker Studio Specialist (who oversees the Maker Studio). The Visitor Engagement Manager provides leadership to the Museum Experience department by developing the annual program plan, supervising and supporting front-line staff, modeling professionalism through communication and collaboration, and leading by example with direct visitor interaction.

RESPONSIBILITIES AND DUTIES

Floor Programs and Visitor Experience (40%)

- Design engaging drop-in programs with Museum Experience Facilitators, based on the learning approach of Playful Inquiry, that activate and support a diverse range of monthly themes.
- Develop an annual program plan; elaborate with specific program details on a 3-month rolling horizon; finalize staffing and scheduling at least 30 days prior to implementation.
- Model welcoming, visitor-driven facilitation and interaction techniques for floor staff and implement ongoing trainings to increase internal staff capacity and confidence.
- Evaluate and document floor programs to ensure alignment with the Museum's mission, learning approach, and commitment to diversity and inclusion.
- Collaborate with other departments around marketing, safety, schedule requests, and the Museum's commitment to excellent guest services.
- Monitor income and expenses, make recommendations to meet or exceed budget goals.
- Track monthly programming data and compile monthly reports.
- Support the Director of Museum Experience around new Museum programming initiatives.

Supervise and Support (30%)

- Manage and mentor the Museum Experience Supervisor, Clay Studio Specialist, and Maker Studio Specialist.
- Support the Museum Experience Supervisor in the hiring, training, and scheduling of Museum Experience Facilitators; work with the Supervisor to ensure that Facilitators are engaged and productive, even when visitation is low.
- Work with Playful Learning Specialist and Director of Pedagogy to provide professional development for Facilitators to enhance their understanding and application of Playful Inquiry; engage in personal professional development to advance the integration of Playful Inquiry in all aspects of visitor engagement.
- Serve as Manager on Duty (MOD) two days per week, which includes supporting front-line staff and responding quickly to visitors' inquiries and any accidents or emergencies that may occur.
- Conduct regular performance reflections with staff, ensuring all policies and procedures related to the Museum floor are consistent and effective.

Communicate and Collaborate (30%)

- Collaborate with local performers, community organizations, and corporate sponsors to further activate the Museum's monthly themes and intermittent "celebration days" (such as Kid Inventors' Day, New Year's at Noon, etc.)
- Meet regularly with floor and studio staff to provide updates on schedules, upcoming events, and orientations.
- Serve as a communications liaison between Museum departments while being a strong advocate for the floor staff.
- Collaborate with the Community Engagement Manager to identify opportunities for volunteer involvement and maintain a corps of positive, engaged volunteers.

QUALIFICATIONS

Skills

- Minimum two years of experience leading a team in delivering high-quality programs to the public in a children's museum or similar informal education setting.
- Bachelor's degree or equivalent work experience; Early Childhood Education, Art, or Science background preferred.
- Knowledge and experience using diverse materials to connect the languages of the arts, sciences, and young children in open-ended learning.
- Demonstrated success as a leader, motivator, and learner with strong oral and written communication skills.
- Computer skills with Microsoft Office and ability to learn new software packages as needed.
- Bilingual preferred.

Competencies

- Commitment to diversity, equity, access, and inclusion.
- Capacity to work in a fast-paced environment with diverse backgrounds, cultures, and disciplines.
- Ability to develop and manage multiple complex projects within guidelines. Must have excellent project management and organizational skills with the capacity to meet deadlines.
- Aptitude to work both independently and in cross-functional teams and solve problems creatively.
- Positive demeanor, strong work ethic, and a genuine passion for playful learning.
- Dependable, with regular and reliable attendance.
- Ability and willingness to comply with all aspects of the Portland Children's Museum Employee Handbook.

WORKING CONDITIONS

This position is a full-time position (40 hours per week), Sunday through Thursday, in a semi-quiet shared office environment. Employee must be able to work temporary shifts; some early morning, evening, and/or weekend work is required. Because we work with children, a background check is required.

TO APPLY

We strongly encourage applications from members of historically underrepresented minority groups, people with disabilities and others who would bring additional dimensions of experience to our community.

Send cover letter, resume, and three references to resumes@portlandcm.org with **Visitor Engagement Manager** in the subject line by **August 28, 2018**.

No phone calls or in-person visits, please.