Job Title: Manager of Learning Experiences  
Reports to: Senior Director of the Museum Experience  
Weekly Hours: 40  
Weekly Schedule: Tuesday-Saturday  
Date: January 16, 2020  

Position Overview:  
The Discovery Museum seeks an organized, team-minded, self-starter with excellent interpersonal and managerial skills to serve as Manager of Learning Experiences. S/he is responsible for supervising, training, evaluating, recruiting, and supporting the Discovery Museum’s team of floors staff and gallery volunteers. The Manager will work with Education Directors to develop and manage visitor engagement opportunities for the staff in specific exhibit areas as well as throughout the Museum’s campus.

Principal Duties and Responsibilities:  
- Establish a framework for floor staff to promote enjoyable and meaningful experiences for all visitors to the Discovery Museum.  
- Supervise, train, evaluate, recruit, and support the Discovery Museum’s team of Explorers.  
- Together with the Director of Visitor Services & Operations, provide training for staff in gallery, exhibit, and campus care, safety protocols, customer care, and communication of other key operational details.  
- Work with Education and Program team leaders to understand the needs and responsibilities for staff interactions in specialized exhibit spaces such as the da Vinci workshop, Discovery Woods, and Brain Building Together, and for school group visits to the Museum.  
- With input from Education team leaders, recruit Explorers and volunteers with skills to excel in the specialized areas of the Discovery Museum’s campus.  
- Regularly communicate with Education and Program team leaders about the development and progress of Explorers’ skills in specialized exhibit spaces.  
- Cultivate a strong learning community for staff and volunteers by providing on-going training, feedback, and support to:  
  o promote effective interpretation and engagement techniques.  
  o ensure confident, knowledgeable, and proactive staff who interact with children and caregivers in positive and empathetic ways.  
- Maintain a regular presence in all Museum spaces, interacting with visitors and actively modeling exemplary engagement behavior with children and caregivers.  
- Understand the patterns of visitation and establish an accurate system for scheduling floor staff and volunteers to providing maximized daily visitor engagement. Ensure exhibit spaces, public programs, school group visits, and relevant events, are staffed appropriately.
- Effectively communicate notable Museum news, including exhibit changes, upcoming programs, outreach opportunities, and more to all staff and volunteers, and maintain a positive, two-way communication, both individually and collectively.
- Maintain individual Explorer and volunteer performance records and number of hours worked, and create at least annual exemplar recognition occasions.
- Identify and build strategic partnerships to recruit floor staff and volunteers.
- Develop, update, and maintain the Explorer Handbook.
- Support the Discovery Museum’s mission.
- Additional duties as assigned.

**Supervision Received:**
The Manager of Learning Experiences reports directly to the Senior Director of the Museum Experience.

**Supervision Exercised:**
The Manager of Learning Experiences will supervise all Discovery Museum Explorers and floor volunteers.

**Qualifications & Skills:**
Bachelor’s degree in museum education or related field and a minimum of five years experience leading a volunteer program with demonstrated track record of increasing levels of responsibility. Able to communicate well with people of diverse backgrounds, abilities and ages. Must be highly organized, energetic, proactive, and able to manage a shared team of dedicated staff. Must have excellent interpersonal and managerial skills, be flexible and responsive to needs of visitors and staff, and an enthusiastic team member. Will work a Tuesday-Saturday schedule, including school vacation weeks, occasional evenings, and some holidays (the Museum is closed for major holidays including Christmas Eve and Day, Thanksgiving eve and day, July 4th, Labor Day, Easter Sunday, and Memorial Day). Able to move safely throughout the museum campus and lift up to 20 pounds. Bilingual skill is helpful. CORI check will be required at time of offer.

To apply, please send cover letter and resume to Brindha Muniappan, with the position title in the subject line. No phone calls please.

Discovery Museum is an Equal Opportunity Employer and committed to providing a welcoming and inclusive space for all.