



Director of the Museum Experience

Reports to: CEO

Full time - Salary/Exempt

Position Summary:

The Director of the Museum Experience supports and collaborates with senior leadership, staff, and the community to carry out the museum's mission and vision through all experiential, mission-based offerings and visitor services. The successful candidate will be a hands-on, participative manager and will lead and develop internal teams, as well as external partners, to support the Museum to fully implement the 2019-2023 Strategic Plan.

The Strategic Plan calls for the development of a strong sense of belonging among all touched by the museum; the growth of the impacts of the museum including the continued welcoming of all; being an articulate advocate for the museum's values; more effectively supporting the people who further our mission; and ensuring a sustainable museum. The Director will develop annual objectives in furtherance of this plan.

The Director will ensure the organization has operating excellence, integrity, and creativity in public programs and exhibits (indoors, outdoors and for all ages), and day-to-day museum operations. The Director will be focused on improving the coordinated planning and delivery of the museum going experience and growing the impact of the museum.

The current museum experience is well-received by our audience. This is a newly created position intended to build on that success. As part of the start-up of this position, the Director will work with the CEO to update, as necessary, the job descriptions of the all direct reports.

Responsibilities:

- Oversee the development and delivery of exceptional experience in programs and within exhibits
- Identify best practices and improve internal systems with an eye toward future needs and budget realities
- Work with managers to develop departmental budgets for all aspects of the museum experience
- Work with staff across the museum to ensure community partners are fully engaged through collaborative partnerships
- Develop and implement critical staff learning plans and opportunities that enhance staff effectiveness
- Closely monitor customer satisfaction and impact data
- Work with Development department, and bring leadership to, grant and sponsorship projects
- Work with Marketing department to support effective external visibility
- Represent the museum at public meetings, professional conferences, partnerships and programs



- Lead cross-departmental teams as needed
- Work with CEO, Board and staff in strategic planning and master planning for exhibits and the overall site
- Provide oversight and direction for museum operations and develop best practices for guest engagement and accessibility and ensure effective operation of the museum during any time the museum is open to the public or serving special audience through events, functions, or special programs.
- Other duties as assigned

Qualifications:

- Bachelor's degree with management experience in a zoo, museum, or nature center.
- Highly skilled at internal and external customer service with demonstrated results in effecting positive change for customers
- Experience developing budgets
- Demonstrated success in pursuing grant/sponsorship opportunities, preferably at a national level
- Experience in encouraging and driving creativity, innovation and collaboration including co-created content
- Experience in informal science educational philosophy with experience developing programming
- Experience in relating to the community, responding to community need and interacting with community leaders
- Proven achievement of operational results without compromise to the organization's mission and values
- Proven experience in leading and building teams, and fostering a positive and collaborative working environment
- Highly organized and experienced in keeping projects on schedule and within budget
- Excellent verbal, written, interpersonal, organizational and leadership skills
- Experience with data-based decision making and change management strategies
- The ability to move freely throughout the museums and lift 25 pounds.
- Exceptional people skills. Willingness and proven ability to interact with the public and staff in a positive, tone setting manner.
- Job requires constant movement, walking, talking and listening and seeing the museum experience, evaluating and adjusting based on the observations

Please send cover letter and resume via email only to: Neil Gordon, CEO at ngordon@discoveryacton.org No phone calls, please!

Review begins immediately, applications accepted until position is filled.

EOE