

School and Group Relations Manager

Reports to: Assistant Director of School and Group Programs

Schedule: Weekdays, 24 to 30 hours/week

Position Summary

The School and Group Relations Manager serves as ambassador to Discovery Museum's visiting school and group partners. There is a strong focus on building new and strengthening existing relationships through the development and maintenance of quality onsite educational experiences. This position shares oversight of Explorer staff with the Director and Assistant Director of Visitor Experiences during school and group visits.

Qualifications

Manager must be highly organized, energetic, able to manage a shared team of dedicated staff, flexible and responsive to needs of visitors, a strong communicator, and an enthusiastic participant of a team approach. Background in formal or informal learning preferred.

Key Responsibilities

- Manage the daily group visit experience which includes pre- and post-visit communications with visitors and staff, co-leading Explorer morning meetings, greeting and orienting groups, overseeing staff-visitor exhibit floor interactions, leading group activities, overseeing onsite group use of facilities and group departure
- Develop and evaluate the school and group visit experience in collaboration with the Director and Assistant Director of School and Group Programs. This includes all aspects of pre- and post-visit materials, program content, and execution of program
- Coordinate with Director and Assistant Director of School and Group Programs and Director of Visitor Experiences to set and maintain group policy and procedures
- Coordinate with the Scheduling Manager on scheduling assignments and support pre- and post-visit communication with visiting school and group visitors
- Distribute, review, and respond to teacher evaluations and student surveys and provide updates to School and Group Program team
- Help to plan and carry out marketing action items in accordance with marketing plan
- Support the Director of Visitor Experiences with the interviewing, training, evaluation, and management of paid and volunteer Explorers as relates to group visit experiences
- Collaborate with Director and Assistant Director of School and Group Programs and Director of Visitor Experiences to develop trainings and practices for Explorers that support and maintain a strong learning community and promote effective interpretation techniques
- Communicate with Explorer staff regarding group visit updates, meetings, and schedules in coordination with Director of Visitor Experiences
- Participate in weekly School and Group Programs meetings, bi-weekly School and Group Programs and Visitor Experience meetings, and meetings of All Staff

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