EDUCATION PROGRAMS AND VOLUNTEERS COORDINATOR (I)
POSITION DESCRIPTION

DEPARTMENT:	EDUCATION AND EXHIBITS
IMMEDIATE SUPERVISOR:	EDUCATION MANAGER
STATUS:	EXEMPT/FULL-TIME
HOURS:	40 HOURS/WEEK

THIS POSITION SUPERVISES THE FOLLOWING STAFF:
Volunteers assigned to any/all programs

POSITION PURPOSE:
The Museum of Science and History (MOSH) celebrates and inspires the joy of lifelong learning by bringing to life the sciences and regional history. We accomplish this through the display of our permanent collections and special exhibitions, as well as through educational programs that engage diverse communities and contribute to our mission.

The Education Programs and Volunteers Coordinator is responsible for researching, planning, implementing and evaluating all phases of public education programs and education event programming for the museum. This position works across all departments while reporting directly to the Education Manager; the Education Programs and Volunteer Coordinator is an integral part of MOSH's stewardship team by helping to realize impactful programs that serve to strengthen our relationships with guests, sponsors, and volunteers, as well as reflecting the MOSH brand and mission.

DUTIES AND RESPONSIBILITIES:
1. Coordinate MOSH Volunteer and Intern programs (approximately 75% of position responsibility):
    - Coordinate across departments to determine volunteer needs for programming, special events, and routine operations.
    - Recruit, train, schedule, guide, supervise, and evaluate volunteers to assist in MOSH programming, exhibitions, and special events.
    - Be primary point of contact for all volunteers for application, interviews, onboarding paperwork, assignments, and scheduling.
    - Develop docent scripts for volunteers and train volunteers to maximize positive guest interactions to elevate the Visitor Experience at MOSH.

- Track and report volunteer hours completed for official records and recognition.
- Complete and track evaluations of volunteers' performance and contributions.
- Work with Education Manager and Vice President of Education and Exhibits to develop impactful and competitive college internship positions.
- Communicate with volunteers and organizations providing volunteers through newsletters, email, phone, and outreach recruiting visits.
- Maintain/update Standard Operating Procedures (SOPs) for Volunteers and Intern positions.

2. Programming and Organizational Support (approximately 25% of position responsibility):
    - Work with the Education Manager and Vice President of Education and Exhibits to evaluate and improve (or replace) existing education-centered Museum programming and to research and develop new programs.
    - Collaborate with Events Manager to schedule, organize, and execute education-centered Museum programming as a shared responsibility between Education and Events. These include—but are not limited to—
        - Cultural Education (i.e., Passport Series)
        - Adult Education (e.g., Science on Tap, Cocktails & Chemistry, etc.)
    - Organize and execute three community education programs per month (average).
    - Maintain and communicate program schedule out to 12 months ahead.
    - Deliver evaluation instruments to program participants.
    - Conduct public Science Live! Shows in the JEA Science Theater on Saturdays and Sundays and as needed to support and assist Education Division personnel.
    - Assist Education Division personnel with group check-ins when needed.
    - Provide input (through Education Manager) to the development of the Education Division portion of the Education and Exhibits Department budget.
    - Facilitate after-hours programming as needed in support of Education Department personnel (e.g., camp-ins, Science Fairs, etc.) when assigned by Education Manager.
    - Act as the liaison between the Education Division and other Museum departments and schools, local organizations/groups, etc.
    - Perform other related duties and interdepartmental functions as required by Education Manager and Vice President of Education and Exhibits.

ACCESS REQUIREMENTS:

Access to museum before and after hours, all public areas, all exhibition floor spaces, Naturalist Center, & JEA Science Theater. Permission to have access to alarm codes and keys for JEA Science Theater, PNC Conference Room, Main Building, and Naturalist Center.

REQUIREMENTS:

- **Knowledge**
  - Principles of teaching Science, Technology, Engineering, Art, and Mathematics (STEAM).
  - Local Florida and Regional history information.
  - General teaching methods and best practices in K12 learning.
  - Public, charter, and private school administrative functions, policies, and procedures.
- **Business Skills**
  - Ability to develop/follow/communicate complex oral and written instructions, policies, and procedures.
  - Proficiency with computer-based applications, e.g., Microsoft Office components, database systems (Salesforce, Volgistics, and ACME preferred).
  - Working knowledge of forecasting and budgeting activities, ability to develop and work within a budget.
  - Strong organizational skills, attention to detail.
  - Public relations, customer service, and public communication through created materials.
  - Creativity, innovative thought, and willingness to take calculated risks.
- **Technical Skills**
  - Event/large-scale program install coordination.
  - Calendar management, organizational planning.
  - Knowledge and understanding of social media and web-based platforms.
- **Interpersonal/Management Skills**
  - Team-based collaboration across departments.
  - Public speaking – group and individual professional interactions.
  - Public representation – professionally represent MOSH values and mission as one of the most visible representatives of the Museum (i.e., to schools, community organizations, and volunteer staff).
  - Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities
  - Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times

EDUCATION AND EXPERIENCE:

- Bachelor's degree from an accredited institution.
- Experience (2-5 years preferred) with coordinating education events.
- Prior work experience in a museum or gallery environment or arts organization.

TIME COMMITMENTS:

40 hours per week, schedule will include weekends and evenings (mirroring the Museum schedule of days open to public) to ensure supervisory presence for volunteers. Scheduled

programming will require evening availability and schedule will be coordinated with Education Manager to ensure balanced workload and sufficient lead time to adjust to schedule changes.

DISCLAIMER:
The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

Equal Employment Opportunity:
MOSH provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs.