

Museum Experience Coordinator



Minnesota
Children's
Museum

POSITION OPENING ANNOUNCEMENT

POSITION:	Museum Experience Coordinator (Specialty Programs)
REPORTS TO:	Museum Experience Manager
CLASSIFICATION:	Full-time, Exempt. (Weekend and evening work required)
SCHEDULE:	Tuesday – Sat/Sunday (Weekend Work Required)
DATE AVAILABLE:	February 2017

About MCM

Minnesota Children's Museum's mission is sparking children's learning through play. We are dedicated to providing children with a fun, hands-on and stimulating environment to explore and discover. With locations in St. Paul, Rochester, and the Mall of America, MCM employs 65 full-time and 65 part-time employees. At MCM, our workplace values that guide how we work together are: Play, Include, Grow, Serve, and Strive.

Minnesota Children's Museum is dedicated to growing a diverse and culturally competent team of highly engaged staff and volunteers. Applicants from diverse populations are strongly encouraged to apply.

Position Summary

This position is a key member of our Museum Experience Team. This position supervises and coaches staff, interns and volunteers that work with our Museum Visitors in our exhibit and specialty programming activities. This is a hands-on position with significant time in our public spaces modeling exceptional customer service and program facilitation for young children and their caregivers. The position coordinates all aspects of daily experience activities including logistics, supply management, staff scheduling and training.

Major Job Accountabilities

Ensure Effective Planning and Delivery of The Museum's Experience both Onsite and Offsite

- Supervise department leads, interns and part-time staff
- Coordinate Offsite "programming" needs
- Provide training and on-going coaching for department leads, interns and part-time staff
- Oversee facilitation of Studio
- Maintain sufficient amount of departmental staff trained to meet Studio needs
- Oversight of departmental supplies and consumables to meet experience needs
- Along with Museum Experience Coordinator develop and maintain systems to ensure service standards are exceptional
- Partner with Volunteer Services to ensure Play team (youth) are incorporated into various gallery activities
- Occasional Program Planning and implementation both oversight and on



Act in the Role of Experience Supervisor

- All daily activities of staff, interns and volunteers in the museum galleries
- Respond to visitor questions and complaints about activities (including staff/volunteer performance) in galleries
- Troubleshoot scheduling, procedural challenges
- Meet, greet and supervise special performers, volunteers etc. involved in daily programmatic experiences

Administrative Related Duties

- Staff Scheduling
- Miscellaneous administrative duties

Knowledge, Skills and Abilities Required

- Knowledge of excellent customer service practices, and ability to apply this knowledge to working in an environment serving children and families
- Ability to express ideas clearly both verbally and in writing; ability to present information effectively to museum visitors and staff.
- Ability to work independently and in a team setting.
- Highly flexible, ability to respond to changing daily needs of Museum and its visitors
- Creativity and resourcefulness.
- Ability to work a flexible schedule

Qualifications

- Bachelor's Degree or equivalent experience with focus in Child Development, Education or Related Field
- Minimum of 2 years experience with program and activity facilitation working directly with preschool and or elementary aged children, preferably in an informal setting
- Minimum of 2 years customer service experience.
- Minimum of 3 years supervisory experience
- Ability to complete basic First Aid Training (provided by the Museum)
- Work or volunteer experience with children in an educational setting
- Red Cross Instructor Certification in 1st Aid, CPR, and AED (Museum Provided)
- Must be available to work every other weekend
- Must be enthusiastically committed to children, customer service and teamwork!

Applications

To be considered please complete the application and submit your cover letter, resume, and salary requirements online at: www.mcm.org/jobs

Minnesota Children's Museum is an Equal Opportunity Employer committed to a culturally diverse work environment.

