



AMERICA'S CAR MUSEUM®

EDUCATION MANAGER POSITION DESCRIPTION

EFFECTIVE DATE:	<u>September 25, 2012</u>	DEPARTMENT:	<u>Education</u>
FLSA CLASS:	<u>Administrative Exempt</u>	DRIVING CLASS:	<u>Required</u>
FTE STATUS:	<u>1.0 (Full-time)</u>	Revised:	<u>January 14, 2020</u>
REPORTS TO:	<u>Chief Operating Officer</u>		
SUPERVISES:	<u>Yes</u>		

GENERAL SUMMARY:

The Education Manager originates, guides, coordinates, and facilitates the development, implementation, and sustainability of educational programs, outreach programs, education based exhibits/learning labs, the Family Zone, and the Education Resource Center for Lemay – America’s Car Museum. The Education Manager is responsible for driving educational program initiatives, establishing and implementing best practices for Museum Education programs, experiences, and coordinating all educational program activities in alignment with organizational objectives and goals. Responsibilities include: Developing educational spaces and experiences to engage visitors; Providing oversight of the ACM Educational Resource Center; Creating integrated onsite education programs for the general public, youth and families, school groups, home school groups, teachers, docents, collectors, and enthusiasts; Developing and presenting outreach education programs; Designing and organizing teacher events and resources; Developing and organizing innovative summer programs; Developing models and metrics for evaluation of program effectiveness; Conceiving and establishing public feedback strategies; Researching and preparing interpretive materials and publications for education programs; Working with community partner organizations, including trade schools and colleges, to deliver collaborative programs; Creating educational web content to support the marketing of education programs and experiences for all ages, including teacher resources; Developing and implementing a Museum Educator volunteer program to support unique educational needs and supporting docent training classes in coordination with the Volunteer Coordinator; Providing educational staff direction and oversight; Developing specific program descriptions and budgets for use by the marketing and development staff to publicize programs and raise funds to finance the development and implementation of education programs. This position requires strategic planning, the ability to utilize discretion to make decisions in support of the organization’s objectives and departmental goals, the skills to manage staff effectively, and an ability to work independently under general instructions to fulfill the responsibilities described here within.

This position description is designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Occasional evening, weekend and holiday work is required.

PRIMARY OBJECTIVES:

1. Originate, plan, develop, and coordinate ACM’s premier, sustainable Educational Department that attracts national and regional attention, generates public interest regarding ACM’s educational programs, and promotes car culture and powers the future of youth STEM/STEAM education;
2. Develop inspirational onsite and outreach educational programs that attract and interest individuals of all ages and from all walks of life;

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3. Develop and sustain a vibrant Family Zone with meaningful and memorable activities for children and families;
4. Develop, update, and activate the Powering the Future Learning Lab to engage all visitors and serve as a hub for STEM learning;
5. Ensure the Museum's educational content supports national and state standards, NGSS, 21st century learning skills, lifelong learning goals, and best practices in museum education.
6. Prepare interpretive materials and publications for education programs;
7. Create educational content for marketing, social media, and digital assets for all ages;
8. Design curriculum for all ages to support educational visits and use of Museum collection and exhibits;
9. Develop and maintain the ACM Educational Resource Center, including the physical and digital library.
10. Coordinate with all departments to support educational objectives for internal and external clients;
11. Refine and reflect on program and project through assessment, evaluation, and collaboration.

MAJOR RESPONSIBILITIES:

Under the general direction of the Chief Operations Officer the Education Manager will be responsible for:

1. Strategic development and refinement of ACM's Educational programs for all ages; including creating and maintaining education curriculum, materials, programs, and information for ACM website and publications;
2. Development and oversight of the Family Zone, the Powering the Future Learning Lab, and other educational spaces or galleries;
3. Outreach to the community, members, partners, and schools to promote ACM educational resources and activities;
4. Development and oversight of the Education Resource Center and curricular resources;
5. Manage resources including financial, metrics, volunteers, collaborative, and physical and intellectual property in a manner that promotes ACM's educational resources and opportunities
6. Create strong partnerships to grow and enhance the educational reach of ACM.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess: A BA in Education, Museum Studies, Instructional Design Technologies, Curriculum and Instruction, Historic Preservation, History, or a closely related field, AND 4-years' experience in an museum education or closely related field, preferably designing educational programs or curriculum related to the STEM subjects. Bilingual abilities are highly desired. Other degrees may be considered base on relevance to the position.

Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references;
2. A valid U.S. Driver's License and ability to drive personal vehicle for business purposes;
3. An ability and willingness to maintain a flexible schedule, including evenings, weekends, and holidays as needed;
4. Knowledge regarding the principles and practices of educational program development and museum practices;
5. Experience managing and facilitating inquiry-based educational programming;
6. Demonstrated success developing new systems/processes that incorporate needs of multiple stakeholders.
7. An understanding of various stakeholders' educational needs and the ability to meet those needs with a collaborative approach that fulfills the mission of the museum.
8. An understanding and knowledge of various theories of learning and motivation, and experienced in developing, implementing, and delivering training and instructional material to a large and broadly diverse audience.
9. The skill and ability to take initiative and work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;
10. Effective project management skills, attention to detail, and ability to drive projects toward successful completion.
11. The skills to effectively work within a team environment from an interpersonal, relational, and skills basis;
12. The skills and ability to effectively lead, inspire, and supervise educational staff and volunteers;
13. Professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications.
14. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
15. An ability to deal with information in a confidential manner and respond with sensitivity to the needs and opinions of others;
16. Excellent organizational and administrative skills and the ability to manage a wide range of tasks with competing timelines and interests while meeting deadlines;
17. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
18. A track record of providing high levels of customer service;
19. Intermediate to advance skills in the use of MS Word, Excel, PowerPoint, Outlook, Web browsers, and data management.
20. Experience with Adobe software, Sketch up, or other design platforms;
21. Basic to intermediate skills in POS and membership database for scheduling;
22. The able to critically analyze and resolve quantitative, logistical and spatial problems;
23. The ability to understand and effectively communicate in the English language, verbal and in written and form;
24. The ability to lift and carry 35 lbs. frequently and 50 periodically;
25. The ability to frequently bend, kneel, twist, manipulate small objects with fingers, hold, grasp, stand for long periods of time, read and interpret historical and educational materials, communicate clearly in written and verbal format, and speak clearly and professionally to large audiences.

WORKING CONDITIONS:

1. Regular exposure to an office environment with occasional exposure to a shop, commercial retail, commercial food, and outside work environments;
2. Regular contact with the public;
3. Outside work is conducted in varying weather conditions;
4. Regular exposure to office equipment including: Computer work station, copy machine, postage machine, comb binder, paper cutter, printer, and telephones.
5. Occasional contact with oil and petroleum products ;
6. Occasional exposure to solvents, cleaners, and various other chemicals;
7. Occasional exposure to dust, gases and fumes.

RESPONSIBILITIES:

Educational Programs, Spaces, & Experiences:

1. Develops integrated onsite education programs for the general public, youth and families, school groups, home school groups, teachers, and docents to support STEAM learning;
2. Develops and presents outreach education programs, including Fueling STEM Innovation;
3. Develops and organizes innovative summer programs;
4. Develops and maintains educational materials for individuals of all ages, including teacher resources;
5. Establishes and oversees the development and activities of the Family Zone;
6. Develop and update Powering the Future Learning Lab to enhance visitor engagement and augment education programs;
7. Develops "Living History" interpretive exhibits and works with the Marketing Department for promotion to schools and general public.
8. Confers with management to decide scope of educational programs;
9. Prepares schedules of classes and rough drafts of course content to determine type and number of instructors needed.
10. Works with employees, volunteers, and community partners to plan and present Museum education programs including but not limited to lecture series, film programs, video conferences, field trips, and other special activities;
11. Coordinates preparations and logistics with the Events, Guest Services and Facilities departments to ensure successful, professional delivery of educational tours, classes, seminars, workshops, demonstrations and activities.
12. Researches and prepares interpretive materials and publications for education programs;
13. Develops, prepares, and administers, in collaboration with the Marketing & Communications Department, educational, scientific, historical and related literature to facilitate public education functions related to ACM and America's love affair with the automobile.
14. In partnership and coordination with the Marketing & Communications Department, participates in the creation of educational exhibit development and related signage;
15. Maintain records and files related to educational programs.

Education Resource Center:

1. Develops and provides oversight of the ACM Educational Resource Center, including the physical library as well as the digital library;
2. Oversees the organization and maintenance of the library systems including the maintenance, access, and preservation of library archives, resource material, and other educational materials related to ACM and Americas' love affair with the automobile;
3. Creates and maintains a cataloging system for books, periodicals, educational material, and other materials designed and/or retained to augment the items available in the Resource Center.
4. Issues loans of authorized materials, maintains records of loans, and prepares circulation reports for review by administrative personnel;
5. Oversees donations to the Education Resource Center and works with development to acknowledge donors;
6. Explains storage and cataloging system to all who utilize the Educational Resource Center;

Outreach:

1. Create programs to take out into the community for outreach to promote Museum education programs and reach underserved audiences who might otherwise not be able to visit the Museum.
2. Builds relationships and partners with local schools to create and promote ACM educational resources for children and teens;
3. Arranges and coordinates educational field trips that meet students' and schools' educational needs in a manner that fosters good will and repeat business;
4. Works with community partner organizations to deliver collaborative programs;
5. Develops and organizes teacher events to introduce and familiarize teachers with ACM educational resources
6. Assists instructors in preparation of course descriptions and informational materials for publicity or distribution;
7. Conducts formal and informal educational and informational presentations;
8. Arranges teacher events and speaks before school and community groups to promote ACM's educational programs, including library resources, web based resources, and Family Zone & Powering the Future activities;
9. Contacts and arranges for services of guest lecturers from academic institutions, industry, and other establishments to augment the Education Department's presentations, classes, seminars, workshops, and demonstrations;
10. In coordination with the Communications Department, participates in radio and television spots to promote ACM's educational resources and programs;

11. In coordination with the Human Resources Department, assists program managers in the creation of educational internship position descriptions for trade schools and universities.
12. Organizes seminars, workshops, and classes for collectors and enthusiasts as part of ACM's outreach and member offerings;

Resources Management:

1. Participates in the budget creation process to anticipate adequate funding for educational programs, classes, Powering the Future, Education Resource Center, and Family Zone.
2. Develops Museum Education proposals and works in concert with Development to facilitate the completion, submission, and tracking of grant proposals and applications to ensure sustainability of the programs;
3. Develops specific program descriptions and budgets to raise funds for the development and implementation of new education programs;
4. Prepares and submits purchase orders, records of expenditures, and receipts in a timely manner;
5. Participates in long-range planning and policy development to facilitate and improve educational programs and operations
6. Conceives and establishes public feedback strategies;
7. Develops models and metrics for evaluation of program effectiveness;
8. Efficiently utilize ACM resources through interdepartmental collaboration to accomplish the Educational Department's strategic objectives.
9. Creates best practices and policies for working with youth, families, and visitors at the Museum and in outreach programs;
10. Prepares contracts, bid documents, or proposals and/or MOU's for partnerships or contracted staff and oversees project timelines, budgets, and project plans;
11. Collaborate with full Museum team to ensure timely creation and dissemination of Museum Program/Event plans;
12. As deemed appropriate, coordinates ACM's educational activities with community partners and organizations to maximize utilization of resources.

Volunteers:

1. Trains, Instructs, evaluates, oversees, and provides constructive feedback to educational volunteers in support of maintaining a vibrant and skilled pool of volunteers for educational presentations, classes, tours, records management, library assistance, facilitators in Family Zone, Powering the Future, and other educational spaces, etc.;
2. Coordinates logistics of educational guest speakers and instructors and supplies educational resources and administrative support as needed;
3. Coordinates the procurement of educational volunteers with the Volunteer Coordinator.
4. Develops and implements docent training classes in conjunction with the Volunteer Coordinator.

Safety:

1. Oversees safety compliance with regard to education spaces and programs;
2. Assists Facilities and Security in maintaining a safe and healthy environment for employees and guests by alerting Facilities and/or Security of defective materials, questionable safety conditions, and/or volatile individuals,
3. Oversees the preservation of the Education Department's physical assets and intellectual property.
4. Provides risk assessment and risk control while performing daily duties;
5. Instructs visitors, volunteers, and employees when observing unsafe or prohibited behavior.

Other:

1. Uses Microsoft Office programs to complete forms, reports, documents, letters, etc.;
2. Uses MS Outlook for scheduling and e-mail communications;
3. Maintains and reports other statistical data as needed or requested;
4. Attends meetings as needed or requested;
5. Keeps COO informed regarding significant successes, concerns, or issues involving the Education Department and related museum functions.
6. Maintains regular work attendance;
7. Maintains a flexible schedule, able to work weekends, evenings, and holidays as needed;
8. Performs other duties as assigned.