

**Job Title: Education and Engagement Coordinator**

**Reports to:** Curator of Education

**Purpose:** To facilitate and support the daily operational, administrative, and programmatic functions of the Education & Engagement department primarily in three areas: 1) support for and work developing education programs and interpretation projects, 2) general departmental administrative functions, and 3) assistance with assigned EE program(s).

**Major Job Areas:**

- 75% Coordinate logistical and technical aspects of CMA's tours, trainings, and education programs and assist with development of educational and interpretive initiatives, in concert with the Curator of Education.
- 15% Manage general departmental administrative functions.
- 10% Provide support for assigned Education & Engagement program(s).

**Job description:**

**Education and Interpretation Functions**

- Maintain and manage CMA's tour booking and scheduling systems and processes, from start-to-finish for school, group, and self-guided tours, including facilitating online/phone requests and inquiries, sending confirmations, scheduling in Altru, updating calendars, creating virtual meetings, bus parking logistics, and processing invoices per tour policies and reimbursements related to applicable grant and /or sponsorship revenue.
- Manage, and maintain Docent Corps scheduling systems for virtual, school, group, and public tours and studio programs.
- Administer coordination, and dissemination of Docent Corps' physical and digital materials for monthly docent meetings, trainings, and programs.
- Develop educational/interpretive content for docent trainings, tours, interactives, or other EE programs or initiatives under the designation of the Curator of Education.
- Maintain museum-wide interactive and interpretive materials and equipment within collection, exhibitions, the Cross Hatch (the museum's designated interactive space), and public spaces in collaboration with EE staff.
- Regularly update and oversee the Learn section of the CMA website, in coordination with the Brand Manager.
- Assist with compiling, modifying, and organizing lesson plans and educational resources for internal and external use.
- Greet groups for docent-led and self-guided tours to facilitate on-the-spot needs and

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to address groups regarding museum manners (in collaboration with frontline staff as needed) and cover tours and studios when necessary.

- Work in tandem with Communications to promote group tours among regional audiences
- Administer and assist with best practices and thinking in audience engagement tools such as surveys at the end of school tours
- Employ a variety of project management tools and techniques to refine duties and strategies for optimal efficiency.

## ***General Administrative Functions***

- Manage and maintain data management to track audience attendance and assessment for Education programs, especially for grant and sponsorship reporting purposes
- Record minutes at EE committee meetings held four times a year
- Create the bi-weekly EE departmental calendar and distribute to CMA staff via email and to docents via email and Google Drive
- Manage programs within internal calendars and project management systems per EE staff
- Serve as a department/museum representative on assigned departmental and cross-departmental special project teams and roles such as Exhibition Planning teams, Affinity Liaison, and ad hoc special projects/initiatives and committees

## ***Program Execution***

- Assist with internal and external processes to prepare for and coordinate programs
- Occasionally serve as a lead teacher for studio programs and tours, including summer camps, classes, and workshops
- Work as a collaborative partner in a team-oriented culture, sharing responsibilities with staff across the organizational structure, especially towards large-scale departmental programs and upkeep of EE facilities and equipment
- Operate CMA and guest audiovisual equipment and technologies for designated EE programs and events, as needed
- Represent the CMA in professional development opportunities towards best practices and thinking in the field of museum education and engagement

***Job Type:*** This is a full-time, 40 hours per week, non-exempt position. Occasional evening and weekend hours required.

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**Education/Qualifications:** Bachelor's Degree or equivalent experience

**Skills and Knowledge:** 2+ years in administrative and clerical support; programming development and execution in arts and cultural institutions a plus. Training or experience in education preferred. Excellent customer service skills. Intermediate to expert proficiency in computer skills, including Altru, Microsoft Excel, Word, PowerPoint, Outlook, Teams, and Cloud Project Management tools. Excellent written, verbal, and collegial communication skills.

**Experience and Abilities:**

- Must have an enthusiasm and a commitment to the mission and vision of the museum, including its established experience promises, and be a passionate advocate for the CMA and museum art education
- Be a positive person who consistently interacts courteously and respectfully with both internal and external individuals
- Must have a demonstrated commitment to the practices of diversity, equity, access, and inclusion
- Be a critical thinker and self-starter who is willing to work proactively and efficiently to identify key priorities and work across teams to implement the necessary solutions
- Have the ability to bring forward-looking approach to solving current challenges and initiatives
- Have excellent verbal and written communication skills; able to influence, converse with, and present in an organized fashion
- Possess strong logistical experience, with commitment to details and time management
- Be able to take initiative and work independently with efficiency and efficacy
- Present a professional, businesslike image to all co-workers, visitors, stakeholders, and the public
- Practice problem solving skills and agility, both as an individual and as part of a group
- Have an ability to foster trust and keep all information confidential
- Must be self-aware, self-regulated, motivated, and empathetic

**Contact:** The Columbia Museum of Art is an Equal Opportunity Employer, committed to diversity, accessibility, equity, and inclusion. Confidential inquiries, applications, and recommendations are welcome. Please email cover letter and resume to [Mrs. Jeanna Dixon-McCray, at JDixon-McCray@columbiamuseum.org](mailto:JDixon-McCray@columbiamuseum.org) with "Education & Engagement Coordinator Position" in the subject line.