

the Columbia Museum of ART

Job Title: Engagement Coordinator

Reports to: Manager of Engagement

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

Job description:

Administrative Support/Systems and Processes (60%)

- Track monthly and quarterly deadlines including but not limited to submission of program marketing materials, attendance reports, exhibition reports, and credit card expense reviews.
- Manage CMA's Altru database for EE registration and ticket sales through the creation of ticket links and tracking of registration numbers, among other database management as needed.
- Employ a variety of project management tools and techniques plus project management systems, including Altru, Basecamp, and Outlook Calendar, to refine duties and strategies for optimal efficiency.
- Collect and submit partner and artist Engagement Agreements and other related documents to relevant parties.
- Process check-requests for department expenses and track department budget expenditures.
- Process City of Columbia Resolution and Special Duty requests with city officials and process temporary Alcohol Beverage Licenses with the SC Department of Revenue. Retrieve physical copies of licenses.
- Coordinate Visitor Experience frontline needs and schedule part-time staff and volunteers for Engagement programs.
- Draft, edit, and send correspondences to address inquiries or proposals to potential or existing partners, artists, and volunteers.
- Manage incoming vendor and partnership applications while preparing for bi-weekly review of new prospects with Manager of Engagement.
- Attend and document meetings with partners, artists, and other collaborators with Manager of Engagement and Engagement Specialist as requested.
- Maintain inventory of department supplies and coordinate with Business Office for ordering as needed.
- 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 Design (20%)

- In coordination with the Manager of Engagement, actively research history of relevant figures and historical eras; museum engagement trends and effective peer work; local

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community trends; and approaches to DEAI programming related to upcoming exhibitions and the CMA Collection.

- Create opportunities for and participate in open dialogue with CMA staff and community partners with the goal of sparking unique ideas and community-centered partnerships that support DEAI initiatives and new program design.
- Conduct research on and seek out diverse artists, scholars, community leaders, or otherwise relevant individuals or groups who will bring fresh perspectives and historical or artistic relevance to speaking engagements or other engagement events.
- Develop dynamic and relevant content for EE programs, initiatives, and audiences under the designation of the Manager of Engagement.
- Assist Manager of Engagement and Engagement Specialist with strategy and layout design for upcoming engagement events and programs.

Program Execution (20%)

- Lead and/or assist with program setup preparation and modifications to staging, floor layout, green room/bar setup, and art making stations.
- 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.
- Occasionally serve as a lead teacher for studio programs and tours, including summer camps, classes, and workshops.
- Administer and assist with best practices and thinking in audience engagement assessment tools such as surveys during family programs.
- 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. Evening and weekend hours required.

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 preferred. Training or experience in education a plus. Excellent customer service skills. Service Industry or other fast-paced work experience a plus. Intermediate to expert proficiency in computer skills, including Microsoft Excel, Word, PowerPoint, Outlook, Teams, Altru, and Cloud Project Management tools. Excellent written, verbal, and collegial communication skills.

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Experience and Abilities:

- Must have an enthusiasm and a commitment to the mission and vision of the museum, including its experience promises to be Welcoming, Inspiring, Vibrant, Playful, Community-Centered, 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.
- Work well under time-sensitive deadlines.
- Possess a sense of urgency; ability to adapt quickly to changing circumstances
- Have 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.
- Must be self-aware, self-regulated, motivated, and empathetic.
- Must be able to take initiative and work independently with efficiency and efficacy.
- 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.
- Present a professional, businesslike image to all co-workers, visitors, stakeholders, and the public.
- Requires a considerable amount of time sitting, standing, walking, climbing stairs, reaching, and interacting with the public.
- Requires the ability to lift up to 30 pounds.

Salary Range: Commensurate with experience that demonstrates proven successes and results: \$31,998 to \$47,998, plus benefits.

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 with “Engagement Coordinator Position” in the subject line.