JOB POSTING

Job Title: Manager of Community Engagement & Volunteers
Department: Education
Direct Supervisor: Director of Education
FLSA Status: Non-exempt
Salary: $21.00 – 22.00 per hour
Full-time/Part-time: Full-time; 40 hours/week; some weekend/evening hours
Date Prepared/Revised: July 2023

Work schedules may include flexible hours, weekends, weekdays, evenings, holidays, and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly.

I. JOB SUMMARY

The Manager of Community Engagement & Volunteers is responsible for the management, development, implementation, evaluation, and continual improvement of the RMSC’s volunteer program, grant-funded programs, and its community-centered programs and events (e.g. Juneteenth, RMSC Delivers, and After Dark). In line with our mission, these experiences are educational, fun, and interactive, conducive to inspiring and engaging all of the RMSC’s diverse visitor audiences (youth, families, student groups, adults). All experiences developed and delivered will align with the RMSC’s mission, core values, and strategic plan and within the teaching and learning objectives as defined by the Education Department.

The Manager of Community Engagement & Volunteers directly supervises the Public Programs Coordinator, who is responsible for brainstorming, planning, and executing the RMSC’s Public Programs - which are offered on weekends, during school break holidays, and throughout the summer as supplemental offerings to the RMSC Museum & Science Center experience and typically targeted to RMSC’s core audience of families with children ages 5-15. They also supervise the Adult Programs Coordinator, who is responsible for planning our Science on the Edge lecture series and our 21+ After Dark events.

The Manager of Community Engagement & Volunteers is responsible for overseeing the Education Department’s grant-funded projects - such as the Joe Wilson Science Consultant Program (JWSCP) and Sensory Sunday at the RMSC. They directly supervise the JWSCP Program Coordinator. They work closely with the Manager of Outreach & Theater Programs as well as a team of up to 3 per-diem educators responsible for delivering outreach programs. They support the Manager of Outreach & Theater Programs in scheduling and coordinating programs, while the Manager of Outreach & Theater Programs is responsible for program content.

The Manager of Community Engagement & Volunteers is responsible for overseeing the RMSC’s volunteer program. Management of volunteerism at the RMSC includes but is not limited to the following: working with staff liaisons to recruit, screen, onboard, and match volunteer applicants with the opportunity best suited to them; leading the administration of the RMSC’s volunteer management
platform, Get Connected, to share opportunities, schedule volunteers, approve submitted hours, and troubleshoot questions from volunteers and their staff liaisons; coordinating and facilitating onboarding training; and working with community partners to identify internship opportunities and supporting RMSC staff in implementing those internships. The RMSC currently works with more than 150 volunteers, serving as support in Public Programs, school field trips, exhibit development, curatorial and collections work, gardening, and more. Each volunteer group has an RMSC staff member liaison; the Manager of Community Engagement & Volunteers will support volunteer liaisons in giving and receiving volunteer feedback and support for continual improvement.

In their role, the Manager of Community Engagement & Volunteers will work collaboratively with all members of the Education Department and other departments within the RMSC to effectively communicate program needs and to develop ideas for new RMSC programs that are inspiring, engaging, and educational. The Manager of Community Engagement & Volunteers is responsible for contributing their ideas and talents to the RMSC team – which helps build capacity for the future of the institution.

II. DUTIES (and percentage of time spent)

<table>
<thead>
<tr>
<th>Describe duties, responsibilities, essential functions:</th>
<th>%</th>
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<tbody>
<tr>
<td>A. Management &amp; Leadership of Community Engagement</td>
<td>30%</td>
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<tr>
<td>The Manager of Community Engagement &amp; Volunteers is responsible for the management, development, implementation, evaluation, and continual improvement of the RMSC’s grant-funded programs and its community-centered programs and events (e.g. Juneteenth, RMSC Delivers, After Dark) in an effort to provide engaging, hands-on learning experiences to diverse audiences. These experiences include but are not limited to the following: Public Programs, Science on the Edge lecture series, After Dark, Joe Wilson Science Consultant Program, Sensory Sunday, and RMSC Delivers. Responsibilities associated with these events include the following:</td>
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<td>● In collaboration with their supervisor, sets the strategy for experiences/programs in alignment with the RMSC mission, interpretive plan, strategy, and goals</td>
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<td>● In collaboration with their supervisor, sets the budget and manages it to reach both revenue and expense goals</td>
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<td>● After interviewing and hiring/onboarding, leads, supervises, coaches, and supports program coordinators and educators in the implementation and evaluation of visitor experiences and community engagement initiatives</td>
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<td>● Completes regular evaluation of experiences/programs to improve program success and audience satisfaction</td>
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<td>● In collaboration with Guest Services Team, supports the creation of schedules, maps, and signage to inform visitors of weekly happenings, monthly events, and annual programs</td>
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<td>● Works closely with the Manager of Outreach &amp; Theater Programs to ensure efficient and quality outreach programs</td>
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<td>● Works closely with the Floor Experiences team and the Manager of School &amp; Teacher Programs to ensure efficient and quality field trip experiences for visiting school/community groups as well as standards alignment for RMSC Delivers</td>
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<td>● Participates as a member of the Operations Team – which meets weekly to discuss issues around safety, security, visitor experiences, and operational logistics</td>
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<td>● Participates as a member of the Visitor Engagement Committee – which sets goals toward improvement and evaluation of visitor engagement initiatives</td>
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B. Management of RMSC Volunteers 30%

The Manager of Community Engagement & Volunteers is responsible for the oversight and management of the RMSC’s volunteers. Management of volunteers is a cross-institutional
and departmental essential function that supports the RMSC’s mission, core values, and strategic plan and builds capacity for the future of the institution. Responsibilities include:

- In collaboration with their supervisor, sets the strategy for all volunteers in alignment with the RMSC mission, strategy, and goals
- In collaboration with their supervisor, sets the budget and manages it to reach both revenue and expense goals
- Acts as a site administrator for the RMSC’s volunteer management platform, Get Connected - this includes posting opportunities, updating the website as needed, communicating with and answering questions from volunteers and staff liaisons, scheduling volunteers when needed, approving hours when needed, sending periodic reports to Advancement, and other duties
- In collaboration with RMSC staff member liaisons, leads recruitment initiatives to find new volunteers and establish volunteer opportunities
- Provides a standard orientation to each new volunteer or intern, including policies and procedures and obtaining all required documentation (including background checks)
- Ensures performance evaluations are done (as required), conducts periodic surveys of individual volunteer/intern experiences, handles warnings and/or separations as necessary
- Maintains a working knowledge of department needs/opportunities for volunteers and works with other RMSC staff volunteer liaisons to determine placement of new volunteer applicants with the opportunity that is best suited to them
- Coordinates volunteer recognition initiatives such as an annual appreciation event, and free membership program - including thinking of new ways to recognize and appreciate volunteers
- Communicating with and answering questions from volunteers in a timely and professional manner

C. Supervisory Responsibilities

The Manager of Community Engagement & Volunteers supervises at least 3 full-time staff members (JWSCP Program Coordinator, Public Programs Coordinator, and Adult Programs Coordinator), per-diem educators, and 100+ volunteers (depending on the season and varying needs of program schedules) that report directly to them. Supervisory responsibilities include but are not limited to the following:

- Creates job descriptions for, interviews, hires, and trains staff and volunteers as needed
- Completes annual performance reviews; evaluates and documents staff performance; coaches and, if needed, disciplines staff
- Supports the Public Programs Coordinator and the Adult Programs Coordinator in scheduling Discovery Guides to ensure adequate staffing coverage during programs
- Monitors employees’ attendance, approves excused absences, verifies and approves time cards and time off requests
- Establishes and maintains a positive team atmosphere that creates a welcoming, supportive and inclusive environment for all members of the Education Department as well as RMSC volunteers and visitors to the museum

D. Cross Departmental Functions (As Needed)

Collaborates with other RMSC departments in the promotion, development, and implementation of their experiences/programs:

- Work with Advancement to share experiences/program details to support in the generation of funding opportunities through grants and/or sponsorships and provide data of volunteerism at the institution; assist with the writing of proposals as needed
- Collaborate with staff at the RMSC Cumming Nature Center to support their volunteer needs
- Work directly with Guest Services in structuring the logistics for Adult and Public Programs
- Work collaboratively with Marketing on the following:
  - Creating promotional materials for experiences/programs and publicity both on the website and through social media
  - Developing strategy, written content, and promotional materials for publicizing programs and events
  - Determining off-site marketing events where volunteers can support the RMSC
  - Being a spokesperson for programs on local media (when requested)
- Contributes to the development of new exhibits and associated programming and participates on exhibit planning teams as requested
- Participates in cross-organization teams (e.g., Operations Team, Exhibit Maintenance Team, Visitor Engagement Committee) to support RMSC operations and objectives

E. Other Duties as Assigned

III. JOB DIMENSIONS

The Manager of Community Engagement & Volunteers will work collaboratively with RMSC Education Department colleagues and other departments/teams across the institution to develop and implement engaging, educational, and hands-on experiences/programs for visitors and volunteers, positioning RMSC as a valuable resource for learning. The dimensions of this position include but are not limited to:

- Setting strategy for their experiences/programs; setting and managing budget; meeting annual program attendance and revenue goals
- Ensuring their team provides inspiring, engaging, and educational experiences for museum visitors/students/groups and volunteers that are aligned with the RMSC mission and brand
- Ensuring a safe, clean, and well-managed physical environment that contributes to a positive experience for all museum visitors, program participants, staff, and volunteers
- Providing leadership for, and professional representation of, these Education Department programs in cross-departmental/organization teams, projects, and events
- Incorporates the RMSC's principles of diversity, equity, and inclusion into all aspects of the position - including program development, facilitation, and evaluation and in all aspects of hiring, training, managing, and evaluating of staff/volunteers.

IV. SUPERVISORY RESPONSIBILITIES

The Manager of Community Engagement & Volunteers supervises at least 3 full-time staff members (JWSCP Program Coordinator, Public Programs Coordinator, and Adult Programs Coordinator), per-diem educators, and 100+ volunteers (depending on the season and varying needs of program schedules) that report directly to them. Supervisory responsibilities include the following:

- In collaboration with the Human Resources Manager and Director of Education, the Manager of Community Engagement & Volunteers will develop job descriptions to have on file for posting when hiring/volunteer support is needed
- Leading the interview, hiring, and onboarding (to RMSC and position-specific) processes
- Supervising the Public Programs Coordinator, JWSCP Program Coordinator, and Adult Programs Coordinator and supporting them in the planning and development of engaging and hands-on programming for our diverse audiences
- Providing ongoing support and feedback, leading disciplinary matters, and completing annual staff evaluations

V. FUNCTIONAL REQUIREMENTS
### A. Technology, Equipment, Tools:
- Ability to utilize Microsoft Office products, and company email (Gmail) and all G-Suite (Gmail, Google Docs, Google Drive, etc.) products
- Capacity to learn Blackbaud’s Altru database and company payroll system (Paylocity)
- Ability to use business machines such as personal computer, printer, calculator, copy machine, facsimile, and phone
- Ability to learn and utilize virtual programming mediums such as Zoom, Google Meet, Microsoft Teams, etc.

### B. Mental Capabilities

**Communication skills** – Ability to read and interpret documents and texts such as scholarly articles, scientific/educational journals, STEM-based teaching and learning curriculum, safety rules, procedure manuals, and/or operating/maintenance instructions. Ability to write routine reports, correspondence (electronic, verbal, in-person), make schedules, share information, and give and receive feedback effectively. Ability to and/or willingness to learn to speak effectively with groups of individuals (internal and/or external), with particular emphasis on communication skills with museum visitors of all ages and museum volunteers, peers/co-workers, board members, potential donors, community members, and/or the media as requested.

**Mathematical skills** – Ability to count, add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as proportions, percentages, and ratios. Ability to read, analyze, and interpret financial reports.

**Reasoning ability** - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of technical instructions in mathematical or written form and deal with several abstract and concrete variables. Ability to exercise significant judgment and make decisions based on conclusions for which there is little precedent. Cannot necessarily change policies but has latitude to make decisions within job dimensions and program operations.

### C. Physical Activity

While performing the duties of this job, the employee is regularly required to be mobile and move quickly from one end of campus to another; manipulate or feel objects, tools, or controls; reach with hands and arms; lower oneself to lift objects from the floor and meet young children at eye-level. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, depth perception, and ability to adjust focus.

### D. Work Environment

While performing the duties of this job, the noise level in the work environment is highly variable. While performing the duties of this job, the employee regularly works in close quarters with staff/volunteers, program participants (youth and general public), and/or museum visitors.

### VI. QUALIFICATIONS

**Education/Experience Requirements:**

Bachelor’s degree AND/OR at least 3–7 years of related experience OR an equivalent combination of education and experience.
- Bachelor’s degree and/or content experience in education, science, technology, math, engineering (STEM) fields, the natural environment, history, or culture
- 3–5 years of administrative or supervisor experience working in a formal or informal education
setting (museum or classroom setting)

- At least 2 years’ experience in a primary leadership role/supervisory experience working with staff/employees of all ages from youth (ages 15+) through adulthood
- Experience developing and delivering educational and engaging curriculum and/or informal educational programs for diverse audiences
- Experience coordinating logistics and managing multiple schedules and a passion for identifying operational systems and efficiencies

Skills/Competencies:

- Strong leadership skills preferred; effective problem-solver, motivator, and manager required
- Ability to both lead a large team and work as a member of that team to both delegate and accomplish tasks effectively and in a timely manner
- Excellent social, communication, writing, and computer skills
- Well-organized with an exceptional attention to detail and program management skills preferred
- Experience working with volunteers
- Experience with inquiry-based teaching methods
- Experience with interdisciplinary teaching methods
- Experience managing and overseeing an annual budget
- First aid, CPR, and AED certification preferred; willingness to complete certification
- Out-going personality and ability to work with a wide variety of individuals

This job posting reflects management’s assignment of essential functions and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

RMSC is committed to creating a diverse environment and is proud to be an equal opportunity employer. This policy expressly prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, gender identity or expression, carrier status, domestic violence victim status, veteran status, or status as a member of any other protected group or activity.

Please submit your resume & cover letter to Sue MacDonald, Senior Director of Human Resources at smacdonald@rmsc.org

Deadline to apply: 08/11/2023. Due to the high volume of resumes we receive, no phone calls please