PLIMOTH PATUXET JOB DESCRIPTION

Department: Museum Education and Outreach
Job Title: Education Program Coordinator
Reports to: Associate Director, Museum Education and Outreach
FLSA Status: Non-exempt
Position: Full-time, Year-round
Supervises: None

POSITION SUMMARY
The Education Program Coordinator (EPC) is an integral part of Plimoth Patuxet Museum’s Education and Outreach team which strives to inspire learners of all ages with a love of history and an appreciation of 17th-century Plymouth Colony and the Wampanoag community of Patuxet’s importance to the development of modern America. We are seeking an unflappable, tactful, team-oriented, and superbly organized person with a passion for formal and informal learning to fill an essential role supporting the operation of all aspects of Plimoth Patuxet’s education and outreach programming serving 90,000 learners annually.

The EPC works closely with the Associate Director of Education & Outreach to implement strategic educational initiatives including sales, marketing and social media, and working with volunteers and special interest groups to ensure excellent educational, guest-focused experiences onsite, online, and in classrooms across the country. This position strengthens and improves the efficiency of the Museum’s Education & Outreach team to meet or exceed the needs and expectations of the diverse school, family and adult audiences seeking programs and educational resources from Plimoth Patuxet. This includes fostering the Museum’s relationships with key groups including volunteers, K12 teachers and scout/youth group leaders; coordinating the program schedule and assigning educators; and the related set-up including ordering supplies, setting up technology, etc. as well as being the primary point of contact for the Museum Education and Outreach team.

ESSENTIAL DUTIES and RESPONSIBILITIES
- Coordinate all educational programs, speaking engagements, and activities’ schedules including assigning staffing for classroom services, speaking engagements, and teacher workshops. Ensure that all are adequately and appropriately staffed
- Provide administrative support for the Volunteer & Museum Guide program including responding to email and phone calls, coordinating volunteer schedules, and helping organize special volunteer events.
- Work closely with the Assoc. Director of Education and the Marketing team to support outreach initiatives which may include drafting marketing material targeting educators, social media posts to promote the department’s work, and updating content for the Museum’s website to ensure accurate dissemination of information about the Museum’s programs and school offerings.
Serve as the primary point of contact for K12 teachers, PTO/PTAs, scout leaders, etc. as well as Museum Educators and provide accurate information about the time, location and special group requests prior to their programs and activities.

Provide administrative support to the Education and Outreach office including responding to customer inquiries, generating invoices and processing payments in a timely fashion.

Foster relationships with key groups including volunteers, K12 teachers and scout/youth group leaders. This may include distributing and collecting evaluations and helping Directors to identify and resolve challenges in providing programming.

Field all general inquiries via phone or email to the Museum Education and Outreach group, particularly in reference to school services reservations. Re-route any other inquiries to the appropriate Director or Manager.

Other duties as assigned.

This outline description focuses on the primary duties of the position. It is not designed nor intended to include all duties and responsibilities inherent in satisfactory performance of the position. Management reserves the right to revise this job description from time to time as needed.

REQUIRED SKILLS
The skills, knowledge, abilities and personal characteristics that are essential to this job are:

- Excellent verbal and written communication skills
- Excellent customer service skills
- Proficiency with Microsoft Office, Google Apps for Work, and online platforms for presentations/meetings.
- Capacity to learn and discuss historical sources
- Ability to engage the Museum’s audiences of informal learners in the Museum’s mission, themes and content
- Ability to work independently
- Excellent interpersonal skills to work with a variety of audiences.
- Reliability, dependability and punctuality. Patience and imperturbability.
- Some work on Saturdays, Sundays and holidays will be necessary. Flexibility in work hours and days off is required.
- Ability to follow simple directions. Attention to detail.
- Personal accountability.
- Ability to interpret and apply the information you learn.
- Fluency in English required, and ability to communicate clearly and engagingly with Museum guests and colleagues.

EDUCATION and EXPERIENCE

- Bachelor’s Degree or equivalent experience.
- Some experience in formal or informal education is preferred. This may include working in schools, summer camps, after-school programs, faith-based youth groups, etc.
- Familiarity with fielding customer service inquiries via phone and email is a plus.
- Ability to learn new scheduling and invoicing software.
- Demonstrated success in organizing and coordinating educational and entertaining experiences is helpful.

**CORE COMMITMENT**
Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Plantation advance the Museum’s educational mission and strategic goals. They uphold the Museum’s core values and principles in their work and in all of their interactions with the public and with coworkers. This commitment helps to ensure that Plimoth’s reputation for excellence is maintained and that, as stewards of the Museum, we are helping to create a relevant and sustainable future for Plimoth Plantation. The core principles that guide us in our work are:

- Safety and Comfort:
- Compassionate Customer Engagement
- Professional Excellence
- Personal Accountability
- Advance a Culture of Philanthropy
- Teamwork

**PHYSICAL REQUIREMENTS**
The physical demands outlined here are representative of those that must be met by an employee to perform successfully the essential functions of the job. The work may require strenuous activity necessitating good cardiovascular condition, and there can be significant repetitive or strenuous motion necessary to accomplish certain tasks. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Possess some degree of dexterity relevant to the duties of the job.
- Work sitting or standing sometimes for extended periods of time.
- Should be capable of lifting and moving objects up to 20 pounds.
- Should be able to drive or ride in vehicles.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While this position is done primarily indoors, some parts of the workplace may not be climate controlled. Must be able to work in a variety of temperatures.
- The noise level in the workplace varies from quiet to loud.