

PLIMOTH PLANTATION JOB DESCRIPTION

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



POSITION SUMMARY

The Programs Service Coordinator is an integral part of Plimoth Plantation's Museum Education and Outreach group, which inspire people of all ages, and perhaps especially young learners, with a love of history and an appreciation of 17th-century New England's importance to the development of modern America. We are seeking an unflappable, tactful and superbly organized person to fill an essential role. The Program Coordinator oversees the administration and operation of all aspects of education programming. This position is responsible for coordinating the scheduling of programs and the related set-up including staffing, supplies, technology, etc. The Programs Service Coordinator is also the external presence for the Museum Education and Outreach group, answering general phone and email inquiries to book education programs and manages reservations for education workshops.

ESSENTIAL DUTIES and RESPONSIBILITIES

- Coordinate the scheduling of the educational activities.
- Ensure that adequate and appropriate staff is assigned to each program. Maintain an accurate schedule via the museum's scheduling software. Alert Directors to inadequate staffing situations to reassess staffing resources.
- Ensure that all classroom services, speaking engagements, and teacher workshops are adequately and appropriately staffed.
- Provide all Plimoth Plantation program providers with accurate information about the time, location and special group requests prior to their programs.
- Respond to customer inquiries, generate invoices and process payments in a timely fashion.
- 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.
- Strengthen and improve the efficiency of the Museum's School Services team to meet or exceed the needs and expectations of the diverse school, family and adult audiences seeking programs and educational resources from Plimoth Plantation. This may include distributing and collecting evaluations and helping Directors to identify challenges in providing programming.
- Maintain the "Learn Tab" on the website to ensure accurate dissemination of information about the museum's programs and school offerings.
- Consider the safety of Museum guests, staff and animals and Museum property as a top priority. Make informed and proactive decisions about the use of artifacts, tools, techniques and equipment on sites where members of the Museum Education and Outreach team is working.
- Other duties as assigned.

This description focuses on the primary duties of the position. It is not designed nor intended to include all duties inherent in satisfactory performance of the position.

REQUIRED SKILLS

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

- Reliability, dependability and punctuality.
- Patience and imperturbability.
- Excellent interpersonal skills.
- Ability to follow simple directions.
- Attention to detail.
- Personal accountability.
- Being courteous.
- Honesty.
- Ability to work safely.
- Possess some degree of dexterity.
- Ability to communicate skillfully with a wide range of people from different cultural and social backgrounds.
- Ability to communicate skillfully with people of varying ages, language skills and physical abilities.
- Ability to interpret and apply the information you learn.
- Fluency in English, strong verbal skills, and ability to communicate clearly and engagingly with guests and colleagues.
- Ability to communicate effectively in writing is essential.
- Assume leadership role in initiating and advancing Museum programming and training the staff that delivers Museum programs.
- Capacity to analyze, synthesize and accurately discuss varied primary and secondary historical sources, both documentary and material.
- Engaging and creative personality for sharing the Museum's comprehensive themes and content in ways that inform and entertain informal learners.
- Ability to work independently, without direct supervision.

EDUCATION and EXPERIENCE

- Bachelor's Degree in the Humanities or Education preferred;
- Extensive experience fielding customer service inquiries via phone and email is required;
- Ability to learn new scheduling and invoicing software required;
- Demonstrated success in organizing and coordinating educational and entertaining experiences for guests is preferred.

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:** Safety is paramount. At all times, we conduct ourselves and our work in a manner that ensures the safety and comfort of all guests, staff, animals and Museum property.
- **Compassionate Customer Engagement:** Because Plimoth Plantation exists to serve the public and it is their interest, goodwill and generosity that support the Museum's mission, we commit to consistently providing our guests with the Museum's unique brand of compassionate customer engagement.
- **Professional Excellence:** It only through continual improvement that we can move the Museum forward. Therefore, we strive for excellence in all aspects of our work every day. We approach our work with earnestness, vigor and the express purpose of providing enriching experiences for our guests.
- **Personal Accountability:** Within the scope of our positions, we believe that we are each *personally* accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for ourselves and our colleagues.
- **Advance a Culture of Philanthropy:** As employees of a 501(c)(3) charitable organization, we understand that philanthropy strengthens and sustains the Museum. In addition to earned revenue, Plimoth Plantation relies on support income (fundraising) from a variety of sources. This includes individual donors, private foundations and government agencies. We recognize Development as a vital tool that advances the Museum's mission, strategic objectives and highest ideals. We treat every person as a valuable collaborator, donor and member of our Plimoth Plantation team.
- **Teamwork:** We believe that teamwork is essential to achieving Plimoth Plantation's educational mission. We value the satisfaction and fun that comes from working together toward a common goal or vision. Each of us takes responsibility for creating a collaborative, competent, cooperative environment and ensures that every member has the opportunity to contribute to the success of the team.

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.

- Work sitting, standing, kneeling, or bent over, sometimes for extended periods of time.
- Should be capable of lifting and moving objects sometimes in excess of 25 pounds.
- Should be able to drive or ride in vehicles for extended periods. Must have a valid driver's license.

WORK ENVIRONMENT

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

- Some parts of the work place may not climate controlled, must be able to work in a variety of temperatures.
- Work may be performed in dusty and smoky environments, in poorly lit areas, near open fires, and in cramped and crowded places.

- The noise level in the workplace varies from quiet to loud.

ADDITIONAL REQUIREMENTS

Work on Saturdays, Sundays and some holidays will be necessary. Flexibility in work hours and days off is required.