



Museum Educator and Team Trainer

Department: 1130

FLSA Status: Non-Exempt

Amount of Travel Required: Minimal

Schedule: Based on operations. Includes some evenings and most weekends.

Job Status: Full Time

Reports To: Director of Education

Job Type: Regular

Positions Supervised: Discovery Leaders, Adult Volunteers, Cranium Cadets

POSITION SUMMARY

The Museum Educator and Team Trainer takes a lead role in creating highly effective, guest-focused museum experiences for visitors through setting superior standards for exceptional customer service and delivery of educational content. The Museum Educator and Team Trainer will have a supervisory role over part-time members of the education teams (Discovery Leaders and volunteers); this includes, training, mentorship and scheduling. The Museum Educator and Team Trainer is a key member of the Education Team, working to deliver engaging programs and guest interactions, and ensuring team members are effectively trained to deliver excellent educational experiences for all visitors to the Avampato Discovery Museum, Juliet Art Museum and Caperton Planetarium and Theater.

Essential Functions Statement(s)

Museum Experiences and Visitor Interactions

1. Set the standard by example for lively and memorable guest-focused educational programs for field trips, STEM Labs, Art Labs, planetarium presentations, birthday parties, camps, and special events.
2. Present material that aligns with state educational standards with a focus on content and presentation style that is both engaging and informative.
3. Comfortably interact with diverse audiences and guests of all ages.
4. Welcome visiting groups and ensure scheduled activities flow smoothly and that each group receives exceptional service.
5. Coordinate with the Education Team in the development and implementation of new content that conforms to rigorous safety standards and pedagogical practices.

Team Training and Management

1. Coordinate and implement training schedules for members of the education team.
2. Take the lead in training team members in the presentation of museum programming and operations.
3. Oversee the program evaluation and advancement processes and associated databases for Discovery Leaders and volunteers.

4. Coordinate with team members and institutional calendars to create and maintain work schedules.
5. Generate daily museum flow schedules for the Education Team.
6. Maintain up-to-date volunteer and Discovery Leader handbooks and other relevant resources.

Other duties as assigned.

SKILLS & ABILITIES

Education: Bachelor's Degree (4-year college or technical school) preferred.

Experience: Experience in public interaction and presentation with an ability to connect with the general public and diverse age groups. Staff management and/or team training experience. Passion for science education and providing unique and engaging programs and visitor experiences.

Computer Skills: Proficiency in MS Word, Excel, Outlook, and PowerPoint.

Necessary Requirements: Strong verbal and written communication skills; Strong interpersonal and leadership skills; Excellent organizational skills; Must be able to lift and move objects up to 25 pounds in weight; Ability to solve problems on the spot; Ability to maintain a calm demeanor in stressful situations.

POSITION QUALIFICATIONS

Competency Statement(s)

Accuracy - Ability to perform work accurately and thoroughly.

Ambition - The drive to achieve personal advancement.

Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.

Business Acumen - Ability to grasp and understand business concepts and issues.

Communication, Oral - Ability to communicate effectively with others using the spoken word.

Communication, Written - Ability to communicate in writing clearly and concisely.

Consensus Building - Ability to bring about group solidarity to achieve a goal.

Creative - Ability to think in such a way as to produce a new concept or idea.

Customer Oriented - Ability to take care of the customers' needs while following company procedures.

Decision Making - Ability to make critical decisions while following company procedures.

Detail Oriented - Ability to pay attention to the minute details of a project or task.

Energetic - Ability to work at a sustained pace and produce quality work.

Enthusiastic - Ability to bring energy to the performance of a task.

Financial Aptitude - Ability to understand and explain economic and accounting information, prepare and manage budgets, and make sound long-term investment decisions.

Friendly - Ability to exhibit a cheerful demeanor toward others.

Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.

Interpersonal - Ability to get along well with a variety of personalities and individuals.

Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.

Organized - Possessing the trait of being organized or following a systematic method of performing a task.

Management Skills - Ability to organize and direct oneself and effectively supervise others.

Persistence - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.

Persuasive - Ability to influence others to change position or to adopt a specific point of view.

Relationship Building - Ability to effectively build relationships with customers and co-workers.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

		Lift/Carry	
Stand	F	10 lbs or less	F
Walk	F	11-20 lbs	F
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Grasp	F	Over 100 lbs	N
Reach Outward	F		
Reach Above Shoulder	F		
Speak	F	Push/Pull	
Climb	O	12 lbs or less	F
Crawl	O	13-25 lbs	O
Squat or Kneel	F	26-40 lbs	N
Bend	F	41-100 lbs	N

WORK ENVIRONMENT

Indoors-Climate Controlled

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.