



OUR COMMUNITY | OUR STORY

Job Description | *Manager of Community Learning*

STATUS: Full-time, Exempt (Salary)

HOURS: 40 Hours per week; some nights and weekends

REPORTS TO: VP of Community Engagement, Education & Collections

Pay: \$58,500-\$59,500/year

DATE: May 2022

SUMMARY OF POSITION

Under the direction of the VP of Community Engagement, Education & Collections, the Manager of Community Learning is responsible for overseeing the day-to-day operations of innovative, high-quality education programs at the San Diego History Center (SDHC) in Balboa Park and at the Junípero Serra Museum in Presidio Park. This role is responsible for maintaining a highly engaged culture among the two departments it oversees, motivating employees, and fostering an environment with high levels of teamwork, accountability, and communication. Interacting frequently with various audiences, this position also ensures program quality and consistency.

The Manager of Community Learning works cooperatively with other SDHC staff to promote and publicize programs and contributes to the documentation, tracking, and reporting of programs. This position also leads the development of new community learning programs, as necessary, and coordinates the curriculum design of on-/offsite programs.

The Manager of Community Learning monitors program budgets and spearheads the Education and Visitor Engagement departments' strategic planning. This position also broadly oversees the volunteer program for the organization. As a supervisory position, this role requires a high level of confidentiality as well. This position must provide excellent customer service and is an advocate for SDHC while interacting with the public to advance the organization's culture of philanthropy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Implementation

- Coordinate with the Education Department to develop and facilitate innovative, enriching, inclusive, and creative strategies for engagement with multiple audiences, onsite at our two locations, offsite, and virtually.
- Empower and manage team of museum educators

SDHC Job Description: Manager of Community Learning

Revised May 2022

- Provide a secure, safe, and supportive atmosphere for program participants
- Ensure program quality and consistency for all youth, K-12 and adult programs
- Prepare and organize program spaces and materials
- Execute grassroots outreach to schools, cultural institutions, community organizations, online communities, retail businesses, in order to stimulate attendance and diversify audiences at SDHC programs and exhibitions
- Communicate with and help train K-12 volunteers
- Facilitation and instruction for K-12 programs and School in the Park as needed

Visitor Experience

- Empower Frontline and Education teams in the creation and implementation of hands-on experiences that are relevant, inspiring, and that involve guests and visitors in the learning process
- Create a welcoming and friendly environment for all visitors to SDHC
- Manage all K-12 visitor and education service programs
- Interface with frontline staff (Visitor Experience Associates, Gallery Guides/volunteers) around school and public programs, including assisting with visitor/school group orientation and flow when necessary

Volunteer Management

- Create and implement policies and procedures for the volunteer program, working with Coordinator of Visitor and Volunteer Engagement
- Cultivate positive morale by empowering and recognizing volunteers; maintain a visible leadership presence
- Collect and analyze data, provide reports to the management team as requested
- Communicate and work with other departments to gather and create content for volunteer
- Communicate with SDHC management team regarding volunteer-reported incidents, feedback, and inquiry
- Ensure compliance with current employment laws, organizational policies/procedures, and processes for volunteers
- Other duties as needed

Research & Content Design

- Coordinate School in the Park curriculum design, in collaboration with funders and other Education Department staff
- Oversee development of new K-12 onsite and offsite school programs, especially as related to new exhibitions or initiatives
- Participate in social media projects and content creation, when assigned
- Development of pre- and post-visit educational materials

Administration

- Coordinating inquiries and scheduling of onsite and offsite/virtual adult education programs such as tours and lectures

- Track and report on youth, family, and adult program participation including guided and self-guided visits of SDHC and Serra Museum
- Administer, manage and track grant-funded education programs such as School in the Park, summer youth camps, and others. Maintain excellent communication and relationships with donors and funders.
- Maintain supplies and program materials, and coordinate with Education Department staff to purchase additional materials as necessary
- Maintain and update constituent database
- Coordinate administrative processes to support the effective and efficient flow of programs and department projects, including documentation, reporting, and evaluation
- Coordinate education program marketing efforts, including e-blasts and other forms of communication
- Attend regular School in the Park Education Council (SITPEC) meetings

Allocation of Responsibilities

- 10% volunteer training and development
- 60% program implementation, program development, and visitor/audience cultivation activities
- 30% administrative functions, reporting, scheduling and other tasks responsibilities

REQUIREMENTS

- Bachelor's degree in relevant field such as History, Art, Natural Sciences, or another discipline
- Four (4)+ years experience in community, museum or school setting preferred
- Familiarity with culturally diverse museum education practices, youth development, diverse learning styles, and/or learning theory
- Knowledge of state learning standards and contemporary educational methods and philosophies, especially for informal learning environments
- Ability to adapt instructional practices to meet the needs of diverse populations
- Background in California history or museum-related subjects preferred
- Excellent organizational skills
- Communicates verbally and in written form clearly and confidently
- Learns new exhibition topics quickly and creatively synthesizes a variety of different media and materials
- Ability to work in a fast-paced, multi-sensory, stimulating office and museum environment
- Well-developed team work and interpersonal skills
- Ability to problem-solve independently and collaborate with others
- Proficiency in MS Office suite of programs
- Fluent in English, both spoken and written form; a secondary language is a plus
- Ability to multitask and remain flexible to accommodate SDHC needs
- Ability to use independent judgment to resolve situations as they arise
- Proactive attitude, creative and strategic thinker

PHYSICAL DEMANDS

- Walking, sitting, squatting, standing, kneeling, balancing, manual dexterity, reaching above shoulders, grasping, pushing/pulling (up to 35 lbs.)

