



Position Title: Assistant Manager, Program Delivery

Department: Education and Experiences

Reports to: Manager, Program Delivery

FLSA Classification: Full-time, hourly, non-exempt, and will include weekends and holidays, typical schedule to be Sunday-Thursday

Salary Range: \$23.00-25.00 per hour

Job Summary:

Are you passionate about developing and leading teams to work with the public? Do you have a passion for science communication or informal education? Are you curious about the world around you, and want to share that curiosity with others? MOSAC is looking for someone with your skills to take on the role of Assistant Manager of Program Delivery to join the Education and Experiences team. You will work with a passionate team of dedicated individuals who develop and run education programs for school groups, the public, and registered participants, including camps, exhibit experiences, Multiverse Theater presentations and more! This role is accountable to the Manager, Program Delivery and together they are responsible for the hiring, training and scheduling of all team members for daily and registered programs and floor staff. The Assistant Manager also works with other “Managers on Duty” to assure positive guest experiences throughout operating hours, attend to emergencies, and maintain overall guest safety and customer service.

Skills & Talents:

- Excellent management skills in an ever-changing program environment
- Experienced in team dynamics and scheduling skills
- Excellent verbal, presentation and written communication skills
- Excellent customer service skills, ability to listen, respond and make decisions in the moment
- Experience as an educator in a formal or informal learning environment an asset
- Experience public speaking or performing an asset

Duties/Responsibilities:

- Support the hiring, training, mentorship, and daily supervision of Program Delivery and scheduling team members
- Support in oversight of education programs including field trips, theater presentations, stage shows, registered programs, and exhibit experiences
- Support the managing of daily, weekly and monthly program and staffing schedules
- Support in managing annual staffing budget, including working within the timeclock system to oversee staff timecards, time-off, etc.
- Collaboration of daily response to guest questions, concerns, or emergencies on the floor, acting as “Manager on Duty” in the museum

- Collaboration with other Senior Experiences staff and other MOSAC managers on standards and practices within guest experiences
- Collaboration with other museum staff as a member of various committees contributing to MOSAC's overall goals

Education and Experience:

- University degree and/or college diploma or equivalent experience
- Minimum 1 year experience with visitor-focused programs in an informal learning environment, with an emphasis on inquiry-based learning
- Minimum 1 years in a leadership role including hiring, training, scheduling and management
- Understanding of the role and value of the Program Delivery Team's interactions in a great guest experience and how that can be achieved
- Experience with people of diverse backgrounds, ages, and abilities
- Formal Diversity, Inclusion, Equity and Accessibility training is an asset

Physical Requirements:

- Will require movement around the museum 75-100% of the time, actively engaging with the public and staff in a public environment which is often loud and hectic for up to 8 hours per day.
- Work sometimes requires support of outdoor activities, in existing weather conditions.
- Physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

APPLICATION PROCEDURES:

A complete job profile is available upon request.

Please submit a cover letter, CV or resume addressing your qualifications as they align with the job description, and names with contact information of two to three references by email to khensley@visitmosac.org No phone calls will be taken for this application.