



FCMoD, Nonprofit Partner
408 Mason Court
Fort Collins, CO 80524
970.221.6738
www.fcmod.org

LEARNING EXPERIENCES MANAGER

Full-time, 40 hours a week (salary)

Expected work schedule: Monday through Friday (8:00 am – 5:00 pm), or as needed

The Learning Experiences Manager at the Fort Collins Museum of Discovery (FCMoD) manages the Education Department, including departmental budgeting, staffing, and the planning, delivery, and evaluation of programming to meet annual program and revenue goals within the Education Team. Additionally, the Learning Experiences Manager will work to maintain a consistent approach for collaborative educational experiences that support the museum's overall goal of active and deeper engagement. The Learning Experiences Manager ensures all team members under their supervision meet annual program, performance, and revenue goals.

The ideal candidate will be confident and charismatic, with the ability to communicate effectively with visitors and colleagues. In addition, the candidate must be able to engage a wide variety of audiences and develop an in-depth knowledge of FCMoD and its programs. A passion for education, discovery, and learning is essential. The candidate must be a self-starter with a strong customer service ethic, ability to analyze situations and troubleshoot problems, and able to deliver appropriate solutions to challenges and opportunities.

ESSENTIAL DUTIES & RESPONSIBILITIES

MANAGEMENT AND OVERSIGHT: EDUCATION DEPARTMENT

- Reports to the Associate Director - Museum Experience
- Overall management of the Education Department, including departmental budgeting, programs, staffing, goal setting, and philosophy
- Manages the Education Team, including coordinators, assistants, and volunteers, providing strategic oversight of staff duties and responsibilities
- Oversight of educational programs that support the museum's long-term goal of encouraging deeper and active engagement from museum visitors and participants, including school, youth & family, early childhood, and adult audiences
- Develops and implements a framework within the Education Department for designing, delivering, evaluating, and refining learning experiences and programs
- Leads the development and implementation of adult educational programs, ensuring integration and collaboration across departments
- Collaborates on content development for interactive media elements throughout the museum
- Provides input to the Associate Director - Museum Experience on staff performance, departmental budget planning, departmental goals, and overall vision for the department
- Participates in staff meetings, project teams, and other museum activities, as identified by the Associate Director – Museum Experience



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- Willing to work over peak museum visitation periods, including weekends, evenings, end-of-year holiday season, and other identified busy times at the museum
- Assists other museum departments and/or performs other duties, as necessary
- Adheres to the policies, procedures, and standards of conduct set forth by FCMoD

LEARNING EXPERIENCES SUPPORT

- Encourages internal & external collaborations to support innovative and effective museum learning experiences across departments
- Provides tools and expertise to assist museum staff on the development and evaluation of new learning experiences
- Provides opportunities for staff to learn about current ideas, tools, and trends in informal learning

KNOWLEDGE, SKILLS, & ABILITIES

- Enjoys interacting, educating, and engaging with people and general museum visitors, from school-age students to family groups
- Must have excellent communication and interpersonal skills, with the ability to communicate effectively both orally and in writing
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- Understanding of current learning approaches and ability to put those approaches into action
- Must have a demonstrated professional demeanor and proven ability to work on complex projects both as a team leader and major contributor
- Must have an eye for detail, a talent for organization, a drive for efficiency, a passion for creativity and innovation, and a willingness to both learn and teach
- Able to work in a fast-paced environment and be calm under pressure, with the ability to analyze situations and respond quickly to deliver effective solutions
- Able to establish and maintain effective working relationships with visitors, co-workers, and vendors while participating on inter- and intra-agency teams
- Ability to keep and maintain accurate records, as well as the ability to read, analyze, and interpret documents common to this environment
- Proficient with computers and systems, including Microsoft Office and the museum's admissions and data tracking software, Altru (training will be provided)

EDUCATION & EXPERIENCE

Bachelor's degree from an accredited college or university required. Three + years related experience in a manager or supervisor capacity, such as project management, budgeting, and staffing, or equivalent combination of education and experience. Experience in customer service, communication, or informal learning preferred. Prior experience working in a museum or educational environment a plus.



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LANGUAGE SKILLS

Ability to effectively and concisely present information and respond to questions from the general public, co-workers, collaborators, and vendors. Ability to write reports, business correspondence, and procedural guidelines.

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities for museum employees, volunteers, interns, and/or hourly student staff.

VALUES-BASED BEHAVIORS

- Listens attentively to others. Asks clarifying questions to gain a better understanding of the other person's views and assumptions
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers
- Identifies and takes advantage of opportunities for personal and professional development
- Comes to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines
- Collaborates with other work groups and outside organizations as appropriate, in a proactive and responsive manner
- Honors the private and confidential matters of co-workers and protects the proprietary and confidential information of FCMoD
- Follows rules, regulations, and policies and positively contributes to designing and implementing changes

PHYSICAL DEMANDS

While performing the duties of this job, employee is regularly required to stand, walk, and sit; extended periods of walking and moderate physical activity required. Use hands to feel and manipulate tools and materials, and reach with hands and arms. Employee must frequently lift and/or move up to 50 pounds. FCMoD adheres to requirements set forth by the Americans with Disabilities Act (ADA).

CERTIFICATES, LICENSES, & REGISTRATIONS

A valid state-issued driver's license is required.

APPLICATION PROCESS

Submit electronic cover letter, resume, and three professional references to: Natalie Vazquez, nvazquez@fcmod.org. Applications will be reviewed and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check; additionally, a drug screening may be required.



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FOR OFFICE USE UPON HIRE

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required periodically by my supervisor.

Signature

Date