

Community Engagement Specialist

Full-time

Greenville museum location

Experienced candidate

The Children's Museum of the Upstate is looking for a spirited, organized team player to fill the role of Community Engagement Specialist. The Community Engagement Specialist manages community engagement for the museum to increase outreach bookings, InReach bookings, field trip participation, and philanthropic opportunities to reach underserved communities. TCMU is one of the nation's largest children's museums and serves over 180,000+ visitors per year through hands-on exhibits and interactive programming.

The Community Engagement Specialist will be a key member of the Programming team, leading team members and contributing to TCMU's goodwill in the community by exemplifying TCMU's core values. The right candidate will have very strong administrative and communication skills, able to organize and plan efficiently, while demonstrating the ability to form and maintain strong relationships. The position will require involvement in both the planning and facilitation of programs and the ideal candidate will enjoy participating in community events on behalf of the museum.

Job responsibilities

- Builds, leads, and supervises outreach and field trip programs. Identifies and serves as point of contact for inbound community partner activations (TCMU InReach).
- Engages community partners to increase outreach and InReach bookings, field trip program bookings and philanthropic opportunities to reach underserved communities.
- Supports additional efforts of the programming department including planning, facilitation, training, and oversight as needed.
- Delivers collaborative and innovative solutions that result in extraordinary customer service and cross-functional team facilitation to wow the TCMU visitor.

Predominant tasks

- Hires, trains, and supervises staff in the development, delivery, and evaluation of field trip and outreach programs.
- Manages daily schedule, logistics, operational planning, training, and resources for field trip and outreach programs ensuring proactive and ongoing communication across the organization as needed.
- Identifies prospective partners and builds relationships within the Upstate community to secure outreach, InReach and field trip bookings to meet or exceed defined KPI's.
- Oversees the development of new field trip and outreach offerings related to the field of STEAM, movement, play-based learning, and guided activities, ensuring lessons align with state education standards.
- Oversees planning, preparation, materials and staff resourcing, and facilitation of outreach and field trip programs through utilization of key members of the programs team.
- Communicates with prospective and confirmed program participants, delivering an exceptional customer service experience.

- Works cross-departmentally to ensure excellent customer service experience and brand representation at both outreach and field trip programs.

Ideal Experience & Skill Set

- 3-5 years' experience in administrative role, educational programming, or informal education related field
- Supervisory experience
- Tuesday-Saturday work schedule with flexibility to accommodate outreach bookings, including evening and weekend hours
- Bachelor's degree or equivalent experience
- Adept at problem solving and versed in using emotional intelligence interacting with colleagues, children, and the general public
- Project Management, Office 365 computer apps
- Strong administrative skills including scheduling and planning
- Strong communication skills, written and verbal
- Strong organization skills and eye for process flow
- Ability to multi-task, think critically, and adapt to change in environment and resource
- Great interpersonal skills dealing with internal team and external stakeholders such as children, families, and community members as a representative of TCMU
- Team player, high energy, and ethics, able to flourish in fast paced environment with confidence

Schedule Availability

- Base schedule of Tuesday-Saturday, with flexibility required to accommodate program bookings as needed on evenings and weekends

Interested candidates should reach out to esobeski@tcmupstate.org with a cover letter, resume, and completed employee application found on tcmupstate.org.