



Job Description

Job Title: Community Engagement Coordinator	Updated: September 5, 2021
Department: Community Engagement	FLSA Status: Non- Exempt Overtime Eligible
Reports to: Community Engagement Manager	Schedule: Tuesday - Saturday

Job Summary:

The Community Engagement Coordinator works with anchored community partners as well as staff across the organization to better reach and engage Southwest Virginia's diverse communities. The Coordinator is responsible for ensuring and maintaining a positive experience for all visitors and community partners at the Taubman Museum of Art, off-site in the community, and online through virtual programming.

This administrative role is focused on supporting community partnerships and programs, planning logistics for events, tours, and programs on-site/off-site, and virtually. The Coordinator will oversee sales logistics, follow up on sales leads, generate new leads, and book tours and programs, along with additional administrative tasks.

The Coordinator supports new strategic partnerships to expand the Museum's reach, particularly among under-served constituencies under the direction of the Community Engagement Manager. A key aspect of this role will be to represent the Museum in the community at meetings as requested with a goal to inspire and support participation in Museum programs. This team member also will work with colleagues across the Museum to warmly welcome community groups for special events and programming at the Museum. This includes the oversight of welcoming families and groups to participate in the Museum's interactive gallery, Art Venture during the Museum's public hours and for special groups on non-public hours.

The ideal candidate will be a highly energetic, people-oriented professional, possessing excellent interpersonal and written communication skills, capable of managing multiple tasks. A focus on customer relations, community partnerships and aggressively promoting TMA programs, events and exhibitions, is required.

The Taubman Museum of Art strives to build and maintain partnerships with community organizations such as K-12 schools, universities, and other non-profits; retirement communities; and social service agencies. The Museum offers programs and educational opportunities that connect diverse communities with the Museum's exhibitions, collections and resources. Supporting community-based initiatives in arts education, the Museum reaches out to communities around the region with the mission of making art accessible to everyone.

This is a full-time position with a Tuesday - Saturday schedule including all late-night events such as monthly first Fridays Late Night Series, the first 3 Fridays in December (the City of Roanoke's Dickens of a Christmas festival) and major weekend dates as required.

Job Duties and Responsibilities:

- Assist with the promotion, scheduling and follow-up for children and adult classes and programming including but not limited to: Happy HeARTs, Brush Pals (Intergenerational, Memory Care, ARTreach), Summer Camps, Youth Birthday Parties, Friday Late Nights, Internship Program etc.
- Oversee administrative tasks for Community Programming with Community Partners
- From lead generation to post-event follow-up serve as the sales and logistics team member for community engagement
- Oversee the logistics of booking programs onsite and virtual including entering programs into the POS system, Museum program calendar, reporting spreadsheets, etc.
- Lead Art Venture activities and ensure exhibit-related activities are distributed and rotated in a timely manner. Greet visitors and lead activities in Art Venture the Museum's interactive area for children and families.
- Co-lead youth birthday parties
- Greet and assist with groups for Happy HeARTs, Brush Pals and classes as needed
- Greet and Lead virtual and in-person tours as needed
- Front desk support including greeting and checking-in guests, selling tickets, memberships and event tickets as needed
- Works with and communicates effectively with diverse groups and individuals providing excellent customer service each and every day
- Supports community engagement strategies as outlined in the Museum's Strategic Plan
- Administer evaluations, contribute to grant stewardship reports, and writing of proposals, etc.
- Serve as a backup for sales tours such as facility rental tours
- Other duties as assigned

Knowledge, Skills and Abilities:

- Ability to work events on evenings and weekends
- Ability to use a variety of software programs and solve technical issues
- A creative thinker who can maneuver nimbly within budget constraints and respect the need to meet earned income projections in order to support ongoing programming
- Ability to support multiple projects and deadlines at the same time, delivering consistent and accurate results
- Friendly, enthusiastic and positive attitude; excited to work in a cross-departmental team environment
- Willingness to work collaboratively with individuals inside and outside the Museum
- Must be extremely detailed orientated
- A confident and articulate individual who is creative, energetic, and accountable
- An outgoing and generous member of the team; one who shares information easily, listens as well as gives advice and respects the abilities of others, and has a high level of emotional intelligence and awareness
- A self-starter with strong motivation to succeed
- Strong and persuasive communication skills
- Strong organizational skills and the ability to oversee numerous projects simultaneously
- Studio art skills are desired
- Knowledge of skills and practices associated with pedagogy and andragogy

Training, Education and Experience:

A 4- year college or university degree in art history, arts administration, studio art, art education, museum studies or a related field and/ or a combination of experience in an educational setting with 2-5 years of related experience.

Physical Exertion and Work Environment:

Must be able to stand, walk, and sit; ability to use hands and/or fingers, reaching with hands and arms. Must be able to talk and hear. Ability to occasionally climb or balance and stoop, kneel, crouch as required. Must have the ability to lift up to 40 pounds as needed. Must be able to see up close and have distance vision and have the ability to focus. Must be able to remain in a stationary position for extended periods of time. Must be able to operate computers, tablets, and assist visitors as needed. Occasionally positions self to maneuver within classroom and office spaces within the Museum or at offsite sessions. Frequently moves supplies and equipment up to 40 pounds. Must be able to work in a moderate to high noise level work environment.

EEOC Statement:

The Taubman Museum of Art is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status or any other federal, state or local protected class. The Taubman Museum of Art is also committed to comply with all fair employment practices regarding citizenship and immigration status.

Taubman Museum of Art is committed to creating a diverse environment:

At The Taubman Museum of Art we each contribute to inclusion—we all have a role to play. Our culture is the result of our behaviors, our personal commitment, our curiosity, how we collaborate, and the ways that we courageously share our perspectives and encourage others to do the same. In turn, our inclusive culture inspires us to try new things and share information openly and transparently. It brings us together in ways that help us stand out. Our inclusive culture empowers all of us to connect, belong, and grow.