



Job Description

Job Title: Community Engagement Manager	Updated: September 2021
Department: Community Engagement	FLSA Status: Exempt (not overtime eligible)
Reports to: Deputy Director of Community Engagement	Schedule: Tuesday - Saturday

Job Summary:

The Community Engagement Manager works with community partners, as well as staff across the organization, to better reach and engage Southwest Virginia's diverse communities. The Manager is responsible for ensuring and maintaining a positive experience for all visitors and community partners on-site, in the community, and through virtual programming.

The Manager oversees contracted teachers and co-instructors, and serves as the co-hub of curriculum development for all areas of Community Engagement such as Brush Pals, Art Venture, Happy HeArts, Museum Studies, the Internship Program, summer camps, and other related available opportunities. All Museum programming is developed with an understanding of pedagogy and andragogy practices and is rooted in studio art and art history knowledge. The Manager will work with a number of groups, including students of all ages and abilities, as well as teachers and organizations within the community. This is a frontline position that requires daily interaction with visitors and the community, requiring exceptional customer service skills.

This team member will represent the Museum in the community at meetings, events and online, in partnership with Marketing and Communications, with a goal to inspire increased active participation in Museum programs both on- and off-site. Developing new strategic partnerships to continue expanding the Museum's reach, particularly among under-served constituencies, is an important component of this position. Working collaboratively with colleagues across the Museum to welcome community groups for special events and programming at the Museum is an important role of the Manager. This includes the oversight of welcoming families and groups to participate in the Museum's interactive youth gallery, Art Venture.

The Manager collaborates deeply with colleagues in learning and interpretation of exhibitions, strategic partnerships, and development to determine the programming that can be offered to community partners and with colleagues across the Museum to support patron groups and local committees. The Manager has one direct report, the Community Engagement Coordinator, who is focused on supporting the community partnerships and programs, planning logistics for events, tours and programs on-site, off-site and virtually, along with other related administrative tasks.

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 the Museum's monthly first Fridays Late Nights 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 in development of curriculum for children and adult classes and programming
- Teach and/or lead children and adult classes and programs including but not limited to:
 - Happy HeARTs (groups with different abilities and/or specialized needs)
 - Brush Pals (Intergenerational, Memory Care, ARTreach)
 - Summer Camps for K-12 students (4+ consecutive weeks M-F schedule)
 - 21st Century Program for Roanoke City Schools
 - Birthday Parties
 - Late Nights (in partnership with Young Professionals Steering Committee and development team)
- Implement community programming with community partners
- Research, secure, write contracts and schedule contracted instructors as needed
- Management of Museum Studies Program (November-February) for high school students, which may include teaching and/or managing a contracted instructor
- Lead virtual and in-person tours and booking tours as needed
- Bilingual with ability to oversee tours and advise on signage (preferred)
- Work with and communicate effectively with diverse groups and individuals providing excellent customer service each and every day
- Analyze and implement community engagement strategies
- Create evaluations, grant stewardship reports, proposals, etc.
- Establish new programs and services in response to the needs of families represented by partner organizations
- Develop and implement Professional Development for K-12 teachers
- Assist with Internship Program as needed
- Manage Community Engagement Coordinator
- Assist with major fundraisers such as Sidewalk Art Show, Tastings at the Taubman, and others as needed
- Other duties as assigned

Knowledge, Skills and Abilities:

- Studio Art Skills
- Art History Skills
- Knowledge of pedagogy and andragogy practices
- Teaching experience
- Ability to work events on evenings and weekends
- Ability to use a variety of software such as MS Office Suite, Blackbaud, and database software
- Ability to manage multiple projects and deadlines with strong organizational skills
- Friendly, enthusiastic, and positive attitude; ready to work in a team environment
- Willingness to work collaboratively with individuals inside and outside the Museum
- Must be extremely detailed orientated
- Hands-on knowledge of best practices in community engagement and sustainable community relationship building

- Broad-based knowledge of a full range of techniques for community programs development
- A critical thinker who can analyze data and capitalize on information
- A creative thinker who can maneuver nimbly within budget constraints and respects the need to meet earned income projections in order to support ongoing programming
- 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
- Strong and persuasive communication skills
- A self-starter with strong motivation to succeed

Preferred Skills:

- English required; Bilingual preferred
- Familiarity with local arts and culture, health and human services organizations

Training, Education and Experience:

Position requires a 4-year college or university degree in art history, arts administration, studio art, art education, museum studies or a related field and a minimum of 5-10 years of experience in teaching, studio art, program development, program logistics, and administration; or equivalent combination of education and experience. Museum experience is preferred.

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. 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.