



Job Description

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| Job Title: Community Engagement Assistant Manager | Updated: June 2022 |
| Department: Community Engagement | FLSA Status: Full Time, Non-Exempt |
| Reports to: Community Access & Engagement Manager | Overtime Eligible |

Job Summary:

The Community Engagement Assistant Manager works with the Community Engagement department to assist with the scheduling and implementing of programming such as the Brush Pals Intergenerational Program, Brush Pals Memory Care Program, Happy HeARTs Program, tours, and other community programming as needed or assigned.

Travel according to the Museum's policies and working off-site as assigned will be required to fulfill the duties of this position. This position has a Wednesday through Sunday schedule with front-of-house responsibilities.

The Community Engagement Assistant Manager must exhibit a positive, team-oriented attitude across departments, and should strive to support the Museum's strategic goals and mission. The role requires excellent interpersonal skills; written and oral communication skills; strict attention to detail; and the ability to multi-task and organize multiple projects.

Job Duties and Responsibilities:

Brush Pals Intergenerational and Memory Care Programs:

- Assist with the creation and delivery of curriculum and program activities while working closely with the Community Access & Engagement Manager as well as Community Engagement Manager to ensure connection to Creative Aging criteria and the Museum collection and exhibitions
- Facilitate off-site sessions at participating organizations including schools and retirement communities
- Facilitate Museum tours to participating groups as needed
- Maintain art supplies needed for group sessions
- Maintain knowledge of Sharing Collection for session use
- Keeps records of attendance for each session
- Facilitate program evaluation with participants as needed for grant and other reporting purposes
- Assist with the creation of examples and materials needed for sessions

Happy HeARTs Program:

- Assist with the creation and delivery of curriculum and program activities while working closely with the Community Access & Engagement Manager as well as Community Engagement Manager to ensure connection to current accessible programming criteria and the Museum collection and exhibitions
- Facilitate on-site and off-site sessions at participating organizations
- Facilitate Happy HeARTs Hours by greeting participants and assisting with gallery hosting and sensory-friendly, accessible art activities
- Maintain art supplies needed for sessions
- Maintain knowledge of Sharing Collection for session use
- Keep records of attendance for each session
- Facilitate program evaluation with participants as needed for grant and other reporting purposes
- Assist with the creation of examples and materials needed for sessions
- Assist with maintaining knowledge-base of best practices for working with individuals who identify as the following: Neurodiverse (Autism Spectrum, Sensory Processing, Learning Disabilities), Blind or have Low Vision, Deaf or Hard of Hearing, and/or living with Intellectual and Developmental Disabilities

Community Engagement:

- Assist with desk coverage as needed, which includes assisting with daily opening and closing activities such as reconciling sales, preparing daily deposits, and completing all related reports in accordance with the Museum's cash handling and other policies
- Sell and dispatch tickets and payments for special exhibitions, group check-ins, classes, tours, special events, and other sales opportunities
- Promote, sell, and renew Museum memberships and alert Member & Donor Relations Manager
- Give tours to adult and children's groups as needed
- Co-lead birthday parties as needed
- Assist in Community Engagement programming including but not limited to: Lunar New Year, Roanoke Arts Pop, Late Nights, STEAM Day, and Dickens evenings
- Assist with facilitation of 21st Century Outreach as needed
- Assist with facilitation of Community Youth programming as needed
- Assist with the creation of content for a station in Art Venture as assigned
- Assist with facilitation of Art Venture as needed
- Attend weekly logistics meetings as required
- Perform other tasks as assigned

Knowledge, Skills and Abilities:

Strong teaching skills and studio art skills; ability to work effectively with a multi-generational audience; ability to respond effectively and professionally to inquiries or complaints; strong public presentations skills; excellent oral and written communication skills; ability to effectively solve problems and strong conflict resolution skills; ability to work effectively with all units and levels of the organization; ability to function well with internal and external customers; knowledge of best practices in museum education; excellent computer skills with proficiency in all Microsoft office programs and social media platforms such as Facebook, Instagram and Twitter.

Training, Education and Experience:

Four year college degree and 2 or more years of related experience, or equivalent combination of education and experience; customer service experience required; POS/Register/Computer database experience preferred; social media, website, and/or graphic design experience required. Museum related experience a plus.

Special Requirements:

Must work flexible hours including nights and weekends, typical weekly schedule of a Wednesday to Sunday, including holidays. Schedule is subject to change depending on Museum events and program needs.

Must possess and maintain a valid Virginia driver's license and maintain a driving record acceptable to the Taubman Museum of Art and its insurance carrier(s).

Physical Demands 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 and crawl 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 work in an above moderate noise level such as children's area and studio environment.