



Job Description

Job Title: Community Engagement & Tours Manager	Updated: March 2023
Department: Community Engagement	FLSA Status: Exempt (not overtime eligible)
Reports to: Deputy Director of Community Engagement	Schedule: Monday-Friday

Job Summary:

The Community Engagement & Tours 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 with the Taubman Museum of Art for all visitors and community partners onsite, in the community, and virtually.

The Manager serves as the hub of curriculum development for all areas of Community Engagement for programs such as Brush Pals, Art Venture, Happy HeArts, Museum Studies, the Internship Program, Summer Camps, and other related 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 teach Summer Camps, Museum Studies, public art-marking classes, professional development for teachers, conduct tours, and 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. The Manager has one direct report, the Tours & Community Engagement Coordinator, who is focused on supporting the on-site, off-site, and virtual community engagement programs through outreach, sales, and logistics along with other related administrative tasks.

The ideal candidate will have studio art skills, teaching experience, and 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 enthusiastically 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, 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 Monday-Friday schedule including all late-night events such as our Late Nights Series on the first Friday of every month and major weekend dates as required.

Job Duties and Responsibilities:

- Serve as the main 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 opportunities with input from the Deputy Director of Community Engagement and other team members as needed
- Teach and/or lead children and adult classes and programs including but not limited to:
 - Summer Camps for K-8th grade students
 - Museum Studies for high school students
 - Professional Development for local teachers
 - 21st Century Program for Roanoke City Schools
 - Brush Pals (Lead: Intergenerational; Co-Lead: Memory Care and ARTreach)
 - Happy HeARTs (Groups with different abilities and/or specialized needs)
 - Late Nights
 - Co-Lead for Paint Your Pet Classes
 - Others as needed
- Manage the Museum Studies Program (November-February) for high school students, which may include teaching and/or managing a contracted instructor/artist/guest speaker
- Lead virtual and in-person tours
- Develop and deliver Professional Development for K-12 teachers
- 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, implement, and report for evaluations, grant stewardship reports, proposals, etc.
- Establish new programs and services in response to the needs of families represented by partner organizations in consultation with the Deputy Director of Community Engagement and Executive Director
- Assists with Internship Program as needed
- Serve as co-lead for input of programming, classes, tour in Altru
- Book tours and as needed
- Manage and mentor Tours & Community Engagement Coordinator
- Maintain and organize Art Venture classroom and Porterfield Education Center
- Assist the Community Engagement & Partnerships Manager in the implementation of programming with community partners including but not limited to Lunar New Year, STEAM Day, and Family Fun Days as needed
- Work with Visitor Services & Volunteer Manager to create and implement Volunteer and Host trainings on exhibition information as it refers to tours and community engagement programming
- Research, secure, write contracts, and schedule contracted instructors as needed
- Oversees contracted teachers and co-instructors as needed
- Assist with major fundraisers such as Sidewalk Art Show, Tastings at the Taubman, Women's Luncheon, Major Exhibition Openings and others as needed
- Other duties as assigned

Knowledge, Skills and Abilities:

- Teaching experience with diverse audiences of all ages and abilities
- Studio Art Skills
- Art History Skills
- Knowledge of pedagogy and andragogy practices
- 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 in Spanish 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 5 to 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.

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.