

MAPS Air Museum Policy
Section: 1 - Personnel
Subsection 1.1 - Job Descriptions
Unit 1.1.2 - Staff Position Descriptions
Policy: 1.1.2.4 - Education Director

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Education Director
Supervisory Salary Position

Reports To: Executive Director

- Required to establish annual Goals and Objectives to support the organization.
- Subject to an annual performance review that addresses results.
- Present a status report addressing an update of all departmental activities at a monthly membership meeting (such as group tours and Speaker's Bureau Presentations.)

Job Overview:

Responsible for the day-to-day operations of the museum's education programs and selection, scheduling and training of museum tour guides. Schedule and conduct group tours, especially for the US History Program.

Essential Duties and Responsibilities:

- Supervise, develop and execute all museum educational programs.
- Train and schedule museum tour guides and other volunteer members who support museum educational programs.
- Update and monitor educational programs and schedule group tours on the MAPS master calendar.
- Develop and maintain documentation that tracks participation in the High School U.S. History program.
- Ensure policies and procedures covering educational programs, staffing and training are up-to-date and presented to the board for approval prior to implementation.
- Respond to requests, questions and feedback from the board in a timely manner.
- Act as the onsite administrator on assigned workdays and events.
- Other duties as needed.

Qualifications:

The ideal candidate would be an active member at the MAPS Air Museum for at least three years. This is essential for a thorough understanding of our mission, our relationship with the community and our responsibility to the membership.

Education Level

The ideal candidate would have a four-year education or history degree or a teaching certificate with a minimum of three year's teaching experience.

Experience

Education administration experience is desired but not required.

Specific Skills

- Supervisory skills are necessary to supervise training of volunteer tour guides and staffing educational programs.
- Working knowledge of curriculum and training program development, design and implementation.
- In-depth knowledge of Windows-based computer applications (e.g., Word, Excel, PowerPoint, Publisher).
- In-depth knowledge of Google mail, calendar and drive. This is necessary to record, manage and communicate scheduled tours, tour guide schedules, tour guide training, Speaker's Bureau requests and other educational programs.

Personal Characteristics

- Must be able to supervise multiple disciplines made up of mostly volunteers. Creates an environment where stakeholders are engaged and performing at high levels. A well-organized self-motivator who is goal oriented with a focus on continuous improvement.

Special Detailed Duties:**Tour Guide Management:**

Work with veteran tour guides, and attract, identify and train prospective tour guides. Develop and update schedules to ensure that tour guides are available for all open museum hours. Create an environment where tour guides have access to training materials when not conducting tours. Establish and maintain effective, regular communications with active tour guides. Maintain a listing of upcoming scheduled group tours that is available to tour guides and the gift shop. Request additional tour guide support during periods of high need, for special events or for scheduled group tours with large numbers (e.g., school tours).

Program Coordination/Communication:

Internal:

- Coordinate with the library and curator staff in development, publication and access to educational media (print and video) dealing with the museum collection and other aviation-related topics.
- Coordinate with the Operations Director to ensure that movement, removal, relocation or closure of aircraft or larger displays (weather restrictions, etc) is communicated. Support existing educational programs and provide for the protection of museum property while not diluting the content of guided or unguided tours. Ensure that safety/security issues are communicated to the Operations Director as they are identified.
- Coordinate with the Museum Director to ensure that changes, rotations, additions to or removal of displays and display areas are effectively communicated; that display signage provides sufficient information for tour guides and that the information presented enhances unaccompanied tours. Ensures that problems with displays are communicated to the Museum Director as they are identified.
- Coordinate with the Gift Shop Manager to ensure gift shop staff are aware of upcoming scheduled group tours as well changes to tours (weather restrictions, display/aircraft access, etc) as they occur.
- Coordinate with the Event Coordinator and event staff to ensure that conflicts between education programs and scheduled or contracted events are identified as early as possible and minimized whenever practical. Provide tour guide support to scheduled or contracted events when requested.
- Coordinate with the Marketing Manager on availability and proposed changes to existing marketing materials.
- Coordinate with the leadership of in-house youth programs to ensure programs are effectively scheduled and supported, that adequate facilities are available, and changes to youth program schedules are managed.

External:

- Coordinate with other educational entities (colleges, universities, museums) to develop or expand inter-agency communications and coordination.
- Develop relationships with local colleges, universities and high schools that would support student interns in all areas of museum operations.