

NEW YORK TRANSIT MUSEUM

Title: Education Manager

Overview:

This position is responsible for developing the innovative, robust and changing curricula offered by the Museum to school, camp, adult, and senior groups, on-site, online, and through its public outreach efforts; and, for recruiting, training, retaining, coordinating, and managing the large staff responsible for the daily implementation of that programming, and who function as the Museum's primary interface with the public. The curricula should fit the Museum's unique setting and history, and complement, enrich and advance its exhibits and mission, align with NYC Scope and Sequence and NYS education standards, meet teacher demand for STEM/STEAM-related programming and professional learning opportunities, satisfy the unique challenges of special needs groups where applicable, achieve MTA goals, and continue to maximize Museum attendance and program reach.

This position also aids in the development and enhancement of upcoming exhibits, identifies programs for potential grant funding, and helps collaborate on grant proposals.

Schedule: Monday – Friday
9:00 AM – 5:30 PM

Commitment: This is a full-time position with Friends of the New York Transit Museum. It includes health and dental insurance and paid holidays and vacation days.

Responsibilities:

- The incumbent of this position is responsible for creating and modifying curricula and lesson plans for group programs offered by the Museum to ensure that they meet the educational guidelines and standards set by NYC's Department of Education and the NYS' Education Department as they change from year to year. (The NYS standard is currently Common Core). Programming must meet the needs of specific audiences (e.g., student K-5, special needs, university, adult, and senior), as well as enhance the content of Museum exhibitions, advance the Museum's mission and MTA goals, and satisfy teacher demand for using Museum exhibits to teach STEM/STEAM, language arts and social studies.
- S/he also uses program evaluations to effectively assess group programs, and s/he is responsible for integrating contemporary educational approaches and the Museum's resources into creative and inspiring group programs.
- The incumbent is also responsible for maintaining the Education section of the Museum's website, creating and adding additional content for visitors and school teachers aligned with the NYC Scope and Sequence and NYS Education Standards. This is in response to teacher demand and requests from the Department of Education to provide additional resources to complement unit plans presented in the Passport to Social Studies curriculum, used by 600 of 800 total participating elementary schools in NYC. Digital resources will include pre- and post-visit materials, curated documents and objects from the Museum's collection to dovetail with school curriculum, and materials for school groups that are unable to visit the Museum, but still want to teach our content in the classroom.

- S/he also develops partnerships and negotiates contracts with NYC's Department of Education to offer fee-based professional learning opportunities for teachers, including day-long learning events, intensive multi-week professional-credit workshops, and after-hours events. This work is in response to growing demand for professional learning opportunities similar to those offered at competing cultural institutions. These professional developments will increase revenue during underpopulated visitation dates/times and foster a deeper connection between the Museum, its content, and New York City classrooms.
- In response to the high demand for Transit Museum school programs and Museum capacity limitations, the incumbent will develop off-site/in-school programming for K-5 students. This work involves researching and developing an entirely new curriculum, creating partnerships with participating schools, analyzing program feedback, and managing strategic growth. This will require hiring and training additional staff, developing a new reservations process, and a pilot season.
- S/he is also charged with fostering partnerships with home school groups in response to demand for specialized programming tailored to home school needs, and with creating afternoon programming to increase visitation during quieter afternoon hours. This is an untapped audience with potential for growth and generating additional revenue.
- To carry out the curricula, the incumbent supervises a large staff that includes 18 part-time Educators, Special Needs Educators, and Costumed Interpreters, a part-time Inventory Associate, a full-time Reservations Coordinator, and a full-time Education Assistant. The incumbent recruits, trains, schedules, and oversees these professionals as teachers of Museum group programs. These Educators are "front line" staff, and as such are the "face" of the Museum. They and the incumbent are expected to establish and uphold high standards of customer service in keeping with the Museum's and the MTA's overall customer service standards. Individually and as a whole, they are expected to provide a high quality educational experience for each group visit that allows participants to connect with the stories, history, science, and future of our city's mass transit system. As a result, participants in group programs become more informed citizens, hone their critical thinking skills, use scientific methods, and potentially become better stewards of our current system.
- The incumbent directly – and through the Education Department staff, indirectly – manages visiting school, camp, home school, university, adult, and senior groups. On a daily basis this entails managing up to 14 groups with over 300 people. And as group attendance at most times reaches facility capacity, the incumbent works closely with the Museum's facilities staff to ensure safe and seamless group visits.
- Any new incumbent is expected to quickly become fluent in Altru, the online ticketing and membership management database used by the Museum, as s/he will use Altru on a daily basis to review group reservations, enter data, generate a weekly reservation schedule, and build attendance reports on a monthly and annual basis. Additionally, along with the program evaluations mentioned above, the incumbent utilizes Altru to analyze group visit trends and revise program offerings. Also, a frequent user s/he must be able to troubleshoot problems with the database and is required to stay current with Altru's regular system updates.

- S/he also aids in the development of upcoming exhibits, communicating Education program and user needs, reviewing and editing text, and suggesting presentation and content changes. And s/he also shares some responsibility for identifying programs for potential grant funding, and for collaborating on grant proposals.
- Lastly, as a critical member of the Education Department team, the incumbent is expected to contribute positively to departmental planning, administration, and attainment of departmental goals. And the incumbent is expected to represent the Museum at conferences, workshops, school presentations, and meetings.

Qualifications and Skills:

- 2 years supervisory experience in a similar setting
- 1 year experience in curriculum development and group coordination
- Experience managing and training staff, including onboarding new staff members and retraining existing staff members to meet the needs of changing programs and audiences
- Experience teaching children in a classroom, museum, or other formal or informal educational setting
- Knowledge of New York City and State Department of Education Standards
- Background in STEM/STEAM (science, technology, engineering, art, and math) education
- Understanding of museum education theory and practice
- Knowledge of social history, urban planning, and design is desirable
- Knowledge of techniques teaching and communicating with special needs populations is a plus
- Familiarity / competency in Altru or similar cultural institution ticketing and member management software preferred
- Superb communication skills, both written and oral
- Ability to think quickly in hectic situations and make sound decisions
- Desire to work with diverse constituencies
- A positive, flexible, and solutions-based approach to working in a team, and a desire to work collaboratively in a creative setting
- Excellent customer service skills
- A Bachelor's degree is required and a Masters in a museum-related field or education, or one year museum or classroom teaching experience is preferred.

Please email letter of interest, resume, and 2 references with the subject line "Education Manager Application" by Monday December 11, 2017 to:

Angela Agard **angela.agard@nyct.com**