

MAM

<i>POSITION TITLE:</i>	Education Associate
DEPARTMENT:	Vance Wall Art Education Center
SUPERVISOR:	Customer Service and Education Manager
DIRECT REPORTS:	none
POSITION LEVEL:	Full-time, benefits
LAST REVISION DATE:	May 2022

The Montclair Art Museum seeks an Education Associate to work across the Museum's Vance Wall Art Education Center to support program activities, institutional outreach and customer service throughout the Department as directed. The successful candidate will be an outgoing, team-oriented and flexible individual with a can-do work ethic and strong belief in the personal and social impact that the arts and arts education can have on all audiences in contemporary society.

POSITION DESCRIPTION:

The Education Associate participates in all aspects of designing, marketing, scheduling, communications, and coordinating online and in-person school and community group activities, outreach, and educator programs onsite, off-site, and online. This position also provides administrative support for the department to ensure smooth day-to-day functioning of programs including record keeping, payment processing, program preparation, and assistance with program evaluations. The Education Associate is a front-line customer service position that has a comprehensive understanding of all tours and programs offered through the department and can discuss them with the public. Responsibilities may be redirected to other activities as necessary to meet the goals of the Department and the Museum.

ESSENTIAL RESPONSIBILITIES:

Tour and Art-making Programs (online or onsite)

- Manage schedule of all tours and art activities for school groups, community and adult tours.
- Serve as liaison to target audiences to promote tours, educator programs, and community-based residencies.
- Manage long-term school collaborations such as Montclair Child Development Center and New Jersey Regional Day, including schedules, receptions, and art exhibitions.
- Communicate via e-mail, phone, and in person with target audiences to answer questions about available offerings and how MAM can meet the varying curricular and accessibility needs of tour and outreach audiences.
- Coordinate docents to facilitate tours and educators to lead studio sessions for tour programs.
- Maintain working relationship with all docents, including assisting in training, evaluation, interviewing, tour development, exhibition research, and maintaining resources.

- Hire, supervise, train, and coordinate a team of Education Technical Assistants to provide technical support for virtual programs. Create Zoom links and provide day-of tech support as needed.
- Assist with marketing museum tour programs to schools and other institutions, including community groups, local government agencies and senior centers.

Education and Outreach Programs

- Work with Assistant Directors on scheduling and planning of community-based programs including those using the Art Truck. These programs include but are not limited to off-site adult lectures, fairs and festivals, activities in schools and social service organizations, presentations at nursing homes.
- Provide support for public programs as needed.
- Work with families to schedule birthday parties.
- Oversee and process payroll for freelance educators for tours and programs throughout department.
- Coordinate efforts to promote MAM brand, activities and membership at outreach events.
- Develop protocols for Art Truck outreach and other programs.

Yard School of Art

- Assist with administration of Yard School of Art scholarships.
- Support SummerART camp program as assigned.
- Support class, workshop, and camp registration as needed.

Department Support

- Add all tours, educator workshops, and outreach programs to institutional customer relations management system; send confirmation and payment requests, and track payment.
- Support planning of outreach, onsite, and virtual professional development workshops for teachers, ensuring consistent high quality of outreach offerings and programs.
- Assist with implementation of tour and program evaluations.
- Assist with evaluations of docents and provide appropriate feedback.
- Coordinate tour schedules with Visitor Services, Security, Facilities, as needed.
- Assist with creating speaker contracts and event set-up sheets for adult lectures.
- Add department programs and tours to MAM Calendar (internal Outlook calendar).
- Lead programs and tours onsite and online as needed.
- Participate in department discussions about new strategies to engage audiences.
- Other duties within the scope of the position, including periodic day-of support for programs.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in art education, psychology, or humanities. Minimum of two years of experience working in a professional office setting preferred.
- Fluency with Microsoft Office and Google Workspace.
- Experience using Zoom necessary.
- Experience with databases and registration software a plus, or ability to learn new software programs quickly.
- Bilingual a plus.

PERSONAL CHARACTERISTICS:

- Ability to build a positive rapport with individuals of all ages with diverse abilities and interests.
- Exceptional customer service, friendly demeanor, can-do attitude, and efficient organizational skills a must.
- Ability to problem solve, handle conflicts with maturity, and multitask in a fast-paced, demanding environment.
- Approaches all responsibilities and goals with a growth mindset and aspirational outlook.
- Team-oriented work ethic is critical, as the position requires effective communication across the department.
- Flexibility to take on new responsibilities, as needed.

WORKING CONDITIONS:

- Full-time position. 40 hours per week, M-F, 9 a.m.–5 p.m.
- Some weekend/evening work, as needed.
- Sitting, walking, standing, climbing stairs, lifting no more than 5–10 lbs.

COVID-19 and Vaccination Policy:

As a condition of employment, MAM requires all who report to work on-site to be fully vaccinated against COVID-19

The Montclair Art Museum, as a community-centered institution, is unequivocal in our stance against racism and injustice in all of its forms. MAM strives to maintain an environment that fosters productivity, creativity, and individual satisfaction by celebrating the many diverse traits of our community, which includes but is not limited to race, gender, nationality, age, religion, sexual orientation, and physical abilities. We see the arts as playing a critical role as a medium of observation, insight, education, articulation, and advocacy and seek to provide a platform for facing tough issues in our society as expressed through art. We seek candidates who combine a commitment to excellence in their field with a passion for this role for the arts and have creative ideas on how our exhibitions and programs can serve as an agent for societal change.