Manager of Museum Experiences

Summary: The Manager of Museum Experiences leads the coordination and delivery of engaging, high-quality educational experiences at the Mississippi Children's Museum (MCM). This position oversees the museum's volunteer program and facilitates STEAM programming, including WonderBox initiatives, while collaborating with museum teams to support LIFT City and LIFT Studio experiences. The Manager of Museum Experiences fosters community partnerships, supports staff and volunteer development, and ensures programs promote hands-on learning, creativity, career exploration, and meaningful engagement for children and families. This full-time position reports to the Director of Education and Experiences.

Essential Duties and Responsibilities

Volunteer Program Leadership & Management

- Oversees all aspects of the museum's volunteer program, including recruitment, onboarding, training, scheduling, supervision, engagement, and recognition, including the President's Leadership Circle (PLC).
- Develops strategies to strengthen volunteer recruitment, retention, participation, and overall program effectiveness.
- Builds partnerships with colleges, universities, corporations, and community organizations to expand volunteer opportunities.
- Collaborates across departments to coordinate volunteer support for daily operations, educational programs, special events, and museum initiatives.
- Creates meaningful volunteer experiences that support leadership development, service learning, career exploration, and professional growth.

STEAM Programming & Facilitated Museum Experiences

- Leads the planning, implementation, and evaluation of facilitated STEAM experiences, including WonderBox programming and other museum-wide initiatives.
- Develops and supports engaging, developmentally appropriate programs, workshops, and demonstrations that encourage creativity, curiosity, critical thinking, and problem-solving.
- Collaborates with museum teams to develop innovative educational experiences aligned with museum priorities and best practices in informal education.
- Trains, guides, and supports staff and volunteers responsible for facilitating educational programs.
- Monitors program effectiveness through observations, participation data, and feedback, identifying opportunities for continuous improvement.

LIFT City & LIFT Studio Program Collaboration

- Collaborates with the Education & Experiences and Exhibits teams to support the development, coordination, and implementation of LIFT City and LIFT Studio programming.

- Supports facilitated experiences that connect STEAM concepts to real-world careers, workforce skills, and emerging industries.
- Coordinates educational activities, workshops, school group experiences, and special programming that complement exhibit content.
- Engages industry professionals, volunteers, educational institutions, and community partners to enhance career exploration and hands-on learning.
- Contributes to ongoing program development and long-term planning for LIFT City and LIFT Studio initiatives.

Leadership, Collaboration & Program Administration

- Serves as a collaborative leader within the Education & Experiences department, supporting strategic priorities, innovation, and program excellence.
- Supervises, coaches, and supports assigned staff, interns, and volunteers.
- Coordinates program schedules, supplies, resources, and assigned budgets.
- Maintains accurate records and reports related to volunteer engagement, program participation, and outcomes.
- Collaborates with museum departments to strengthen communication, operational efficiency, and program sustainability.
- Performs additional duties as assigned to support the museum's mission and operations.

Qualifications

Education & Experience

- Bachelor's degree in Education, Museum Studies, STEAM Education, Child Development, Nonprofit Management, or a related field required; master's degree preferred.
- Three to five years of relevant experience in educational programming, volunteer management, museum operations, or nonprofit leadership preferred.
- Experience in coordinating educational initiatives, supervising teams, managing volunteers, or developing community partnerships.
- Experience developing or facilitating hands-on STEAM programming strongly preferred.

Knowledge, Skills & Abilities

- Strong leadership, organizational, communication, and project management skills.
- Knowledge of experiential learning, developmentally appropriate practices, and STEAM education.
- Ability to build positive relationships with staff, volunteers, educators, community partners, and families.
- Ability to manage multiple priorities, work independently, and collaborate across departments.
- Creativity, initiative, adaptability, and strong problem-solving skills.
- Commitment to inclusive, accessible, and engaging educational experiences for children and families.

Hours of Work

This is a full-time position requiring 40 hours a week, occasional evenings and weekends. Some travel within Mississippi requires partners engagement and statewide initiatives.