

Title: Public Program Manager
Classification: Full-time, Exempt
Department: General
Reports To: Assistant Director
Revised: February 24, 2017

Position Summary: Public Program Manager must be able to plan, organize, manage, and coordinate as well as designated programmatic/operational responsibilities of the Museum Department; to serve as a member of the department's management team which is responsible for fulfilling the mission and carrying out the policies of the department; and to promote and participate in collaborative activities with other departments, counties, agencies, and community organizations. Must be highly creative thinker capable of conceptualizing wide-ranging, exciting, and informative programs that consider the Museum's collections and exhibitions, as well as of the global issues around which the Museum's mission has evolved. Additionally, the Public Programs Manager must be efficient and detail-oriented in order to produce events and manage their myriad details. A broad spectrum of programs is to be offered, including receptions, lectures, symposia, music, dance, workshops, tours, artist and dialogues.

Specific Responsibilities:

- Coordinate with all departments to maintain sound knowledge of organization's mission, activities and strategic objectives
- Plans, implements, administer, and evaluate programs that provide services to the public.
- Assesses community needs and coordinates resources to enhance existing programs.
- Prepares and administers program budgets, with administrative oversight.
- Analyzes policies and procedures to improve program efficiency and effectiveness.
- Negotiates, administers and monitors contracts. Monitors budget expenditures.
- Ensures adherence to federal, state and local laws, rules and regulations.
- Maintains working relationships with community agencies and organizations.
- Develops programs to create community awareness of service availability.
- Develop the Museum's public programs calendar including daily programs, and activities.
- Promote MOCA programs with outside cultural partners.
- Establish and manage strategic partnerships with local and national organizations.
- Development of new program ideas and content designed to further MOCA's mission and goals.
- Collaborates with the Museum Exhibition Team to develop exhibit-related programming.

- Works with the Museum's external public relations firm to market programming.
- Provides programming information for grant proposals and reports.
- On a continuous basis, analyze budget and reports; interpret and evaluate reports;
- Understand and apply laws, regulations and codes;
- On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and to communicate through written means.
- Learn to develop and administer policies, guidelines, and procedures.
- Learn and apply the principles and practices of motivation, team building and conflict resolution.
- Coordinate and manage adult public programs including educational programs (i.e.: lectures, panel discussions, gallery talks and symposia) receptions and catered events, tours, performances, film programs and workshops. Ensure all speaker and artist arrangements and facility logistics for the success of the program.
- Develop a pipeline of new prospects through outbound solicitations; field, assess and evaluate incoming calls; cultivate and develop relationships with promotion and event agencies and secure corporate partners in support of Moca's mission.
- Provide outstanding sponsor support by fielding questions and/or concerns, and collaborating with staff to improve sponsor experience
- Partner with Development staff when interacting with excited donors, connecting them more deeply with the organization
- Solicit for sponsorship; coordinate and implement sponsorship mailings
- Communicate major changes that affect individual sponsorship and write formal correspondence to sponsors, as needed
- Maintain communication with sponsoring organizations and institutions working in the field of community-based, locally oriented, sustainable development.
- Assist in negotiating agreements between differing individuals and groups.
- Perform basic and fundamental mathematical and statistical calculations accurately.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Communicate clearly and concisely, both orally and in writing.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Additional responsibilities as assigned

Qualifications, Knowledge and Skills and Abilities Required:

- Bachelor's degree in English, Art History or cultural studies, or the equivalent combination of education/experience.

- Minimum of three or more years of relevant experience in public programming with responsibilities in planning, development, and implementation of complex educational/public programs that facilitate public engagement, and in developing collaborative relationships and partnerships with other organizations;
- Excellent oral and written communication skills;
- Strong project management and organizational skills;
- Experience with managing budgets;
- Ability to manage collaborative programs;
- Excellent time management and prioritization skills; Ability to work proactively and independently; Creative problem solving skills; Flexibility and excellent judgment; Professional attitude; Smiling team player;
- Ability to analyze programs and services, as well as structure new programs
- Interpret federal, state and local regulations and guidelines.
- Address the public and professional groups.
- Analyze administrative, personnel and organizational problems and identify appropriate solutions.
- Prepare and maintain reports and records.
- Establish and maintain effective working relationships with employees, other agencies and the public.

Work Environment:

- General office environment with occasional work throughout the Museum’s facilities (galleries, conference rooms, and exhibit halls) and outdoors
- Significant computer and telephone work (repetitive movement – typing)
- Must be flexible with work schedule including weekends, holidays, and evenings.
- Excellent interpersonal and verbal communication skills while working with guests and staff.
- Must have the ability to participate effectively in teams.
- Ability to stand and walk around for extended periods.
- Ability to bend, kneels, and lifts up to 20 pounds.
- Ability to adapt to changes in the work environment, manages multiple work demands, and adjusts to delays and unexpected events.
- Professional demeanor with strong interpersonal skills
- Comfortable working with the general public, trustees, members, and donors on the phone and/or in person.

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The incumbent must be able to perform each requirement of the position as outlined in the job description. **Essential Requirements** are representative and are essential for satisfactory job performance. The **Work Environment** characteristics are representative of those that may be encountered while on the job. The Museum will make reasonable accommodations to enable individuals with disabilities to perform the essential functions of the position.