



## Community Engagement Job Descriptions and Qualifications:

### COMMON THEMES

*Elements found in most of the job descriptions below.*

- The positions are **both Operational and Strategic**
- Community Engagement Directors **collaborate and connect departments**, including Visitor Services, Marketing and Communication, Development, Education and Public Programming
- Community Engagement Directors **represent their institutions to external stakeholders** and are often in charge of **increasing visibility** of institutions around IDEA programs and initiatives
- Most descriptions include **education and facilitation as a key responsibility**- making programs accessible and engaging for varied audiences, including tours, programs and events
- **Digital access and engagement** was prevalent in job descriptions
- Establishing a mode of **evaluation and analysis** to report on engagement was important for both the leadership and external supporters
- Roles often require the individual to **develop a system of accountability and feedback**, both Internally with staff and departments and externally with community, donors and audiences etc.
- Often requires 5-10 years of experience and BA or equivalent degree
- **Key competency descriptions:**
  - Entrepreneurial
  - Mission driven
  - Strong Negotiator (able to convince and communicate)
  - Strong community relations
  - Understanding of current social issues
  - Able to work with people of various backgrounds and interests
  - Understanding current trends and practices in education
  - Proof of impact
  - Project management experience
  - Excellent educator
  - Innovator and open to change
  - Experience working across cultures

### EXAMPLES FROM LOCAL ORGANIZATIONS

\* indicates the most similar and pertinent roles to NMAA's proposed role

Museums: 1-8

Non Profits: 9-11

1. [Museum: Director of Museum Experience & Community Engagement- New Bedford Whaling Museum \(New Bedford, MA\)](#)

2. [\\*Museum:Director of Learning and Community Engagement- The Walters Art Museum \(Baltimore, MD\)](#)
  3. [Museum:Director of Learning and Engagement- Asheville Museum of Art \(Asheville, NC\)](#)
  4. [\\*Museum:Deputy Director of Engagement - Brooklyn Museum \(Brooklyn, NY\)](#)
  5. [Museum:Director of Museum Education & Community Engagement- Kalamazoo Institute of Arts \(Kalamazoo, MI\)](#)
  6. [Museum:Community Engagement Manager- Museum of Contemporary Art Detroit \(Detroit Michigan\)](#)
  7. [Museum:Associate Director, Engagement Programs- The Art Institute of Chicago \(Chicago, IL\)](#)
  8. [Museum: Associate Curator of Campus & Community Engagement- Williams College Museum of Art \(Williamstown, MA\)](#)
  9. [\\*Non profit: Director of Family Strengthening & Community Engagement- Center for Urban Families \(Baltimore, MD\)](#)
  10. [Non profit: Director of Community Engagement & Organizing - Dolores Street Community Services \(San Francisco\)](#)
  11. [Non Profit: Director of Community Engagement- Moveable Feasts Inc. \(Baltimore MD\)](#)
- 

### **1. Director of Museum Experience & Community Engagement- New Bedford Whaling Museum**

Energized by a strong strategic plan that affirmed The New Bedford Whaling Museum's purpose to ignite learning through explorations of art, history, science and culture rooted in the stories of people, the region and an international seaport, the Museum has created a new position dedicated to deepening our visitors' sense of belonging, expanding our audience reach and increasing our community connections. Through our strategic plan, the Museum declared four overarching goals: Welcome, Engage, Steward, and Thrive.

The Director of Museum Experience & Community Engagement will be an outgoing and mission driven professional central to achieving our inclusive and strategic objectives. A critical leader, the Director will report directly to the President & CEO and will be charged with working across departments to help the Museum achieve alignment in both practice and behaviors in building our desired museum community. Leading the Visitor Experience team and retail sales associates, the Director will oversee admissions activity and the Museum store with a focus on service to create repeat visitors, increase membership and grow the Museum's reputation as a desired destination. The Director also oversees the Museum's rental program and community partners program. The successful candidate will demonstrate a track record of anticipating and solving problems and a dedication to a visitor-centric museum model that will ensure an extraordinary, enriching, memorable and fun experience for all.

## KEY RESPONSIBILITIES

**Visitor Experience & Retail** • Provide strategic-level oversight and management of all visitor experience activities. • Align the museum experience with mission, values and goals to ensure Diversity, Equity, Accessibility and Inclusion (DEAI) practices create exceptional sense of welcome and belonging. • Manage Museum Store Manager and maintain oversight for store operations including selection and purchasing of merchandise, store appearance, inventory, online retail and fulfillment. • Create and implement metrics to evaluate the Visitor Experience for ticketed admission, programs, tours, and special events, and proactively drive improvements by assessing visitor data and trends. • Collaborate with marketing to develop promotions or advertisements to encourage repeat visitation, promote program ticket purchases, drive store sales and increase group sales/tours. • Partner with Development to grow membership sales at front desk. • Coordinate with Education to schedule volunteers for tours and school groups. • Ensure that all visitor signage is updated and easily visible. • Monitor visitor experience and safety on the floor by partnering with Facilities, Curatorial, Collections and Exhibitions to conduct routine oversight ("walk the floor") of the museum's facilities and exhibits ensuring safety and an enjoyable experience. • Communicate needed repairs to gallery elements, exhibits and general museum repairs to appropriate teams. • Closely monitor customer satisfaction and impact data, adjust accordingly and educate employees and associates on visitor motivations.

**Community Engagement, Rentals and Partnerships** • Serve as a key external representative and ambassador for the Museum in the community demonstrating excellent communication and interpersonal skills. • Oversee Rentals team and execution of events and community partner events. • Sustain existing community partnerships and grow new connections. • Oversee requests from outside organizations for Museum participation in community related activities. • Work with staff across the museum to ensure community partners are fully engaged through collaborative partnerships.

**Management** • Oversee admissions operation, including daily ticket sales; membership sales; new visitor welcome, and on-going customer service. • Manage Visitor Experience team, retail associates and rentals manager. • Supervise scheduling, cash handling training, and opening/closing procedures. • Work with the President and CFO/CAO to prepare and manage the operational and personnel budgets for the Visitor Experience department and rentals. • Work with the Finance Department to oversee cash-handling procedures and maintain accurate counts and financial records. Supervise point of sale and online transaction and register closeouts. • Assemble and analyze relevant admissions data, prepare weekly, monthly, and other reports as requested, detailing activities and sales. • Develop and implement critical staff learning plans and opportunities that enhance staff effectiveness. • Other duties as assigned.

The successful candidate will possess a Bachelor's degree with five years of management experience in a museum, zoo or nature center; Excellent communications, interpersonal and management skills; Strong community relations skills especially in responding to community needs and interacting with community leaders; Ability to work a flexible schedule, including evenings, weekends, holidays, and in critical situations as required; Proficiency with MS Office (Outlook, Word and Excel), point of sales systems and

data management; Fluency in another language (Spanish, ASL, Portuguese, Cape Verdean Creole, Chinese) a plus; Experience handling money and working in a public-facing position; Experience with ACME and Blackbaud products preferred

<https://1thz9pe6wg37jz9s1eei99om-wpengine.netdna-ssl.com/wp-content/uploads/2021/07/Director-of-Museum-Experience-Community-Engagement.pdf>

---

## **2. Director of Learning and Community Engagement- The Walters Art Museum**

### **Position Profile**

The Walters Art Museum (“the Walters”) seeks a collaborative, experienced, and team-oriented leader to serve as the Director of the Learning & Community Engagement department (previously named the Education & Public Programs department). This senior staff member will be responsible for developing and implementing a compelling vision for the Museum’s Learning & Community Engagement department, in alignment with the Museum’s mission, strategic plan, and diversity, equity, accessibility, and inclusion goals.

The Walters has been a leader in public education since its founding in 1934. The Director of Learning & Community Engagement role is an exciting opportunity for a visionary, collaborative, and empathetic leader to strengthen and build an innovative, service-oriented 21st century education department focused on community engagement, public programs, and PreK-12 students, teachers, and families.

### **Key Responsibilities**

Reporting to the Deputy Director of Engagement & Strategic Initiatives, the Director of Learning & Community Engagement will be a connector and collaborator throughout the Museum, and will be part of the Museum’s Engagement Division (including the Learning & Community Engagement, Visitor Experience, Marketing & Communications, and Development departments).

The Director of Learning & Community Engagement will supervise a staff of ~14 and oversee the department’s annual budget (currently ~\$900,000).

The Director of Learning & Community Engagement is responsible for the following:

## Vision & Program Leadership

- Establish long-range vision and annual goals for the Walters Learning & Community Engagement department. Lead department through transformation to achieve new vision.
- Understand and enhance the Walters role as a civic institution in Baltimore Maryland and its unique public-private partnerships.
- Lead the design and development of creative and inclusive engagement, education, and learning opportunities and programs for all ages that:
  - Align with the Museum's mission, Strategic Plan, diversity, equity, accessibility, and inclusion goals, and overall organizational priorities.
  - Incorporate instructional best practices to achieve optimal learning outcomes for a range of audiences including multi-generational learning, families, students, and teachers.
  - Reflect and enhance the Walters historic collection, and create connections to contemporary issues.
  - Welcome and engage diverse audiences, drive attendance, strengthen visitor experience, and deepen connections to communities in Baltimore, the region, and beyond.
  - Are based in an understanding of audience and community needs and research.
  - Create visibility for the Walters as a local and national leader.
  - Are within budget and have a clear strategy for earned and/ or contributed revenue support.
- Establish clear and effective processes for program creation, approval, and review. Ensure the early collaboration of key museum partners.
- Leverage digital, in-person, and distance platforms and experiences to encourage audiences to explore art and the Walters.
- Foster models for change and innovation; drive experimentation in enhancing programs.
- Prioritize resources and create plans that are feasible within organizational capacity and goals; determine both what the Museum will do as well as what it will not.
- Partner with colleagues in the Curatorial, Collections, Conservation, Visitor Experience, and other departments to create a consistent and shared learning experience for all visitors.
- Support planning needs for exhibitions, installations, and other curatorial projects. Develop team-based approach to department participation in exhibition and installation projects. Advise curatorial colleagues to conceptualize and develop new interpretive materials.
- Support Volunteer and Docent training.
- Partner with colleagues in Development to create an integrated approach to public and development programs.
- Monitor and measure the success and impact of programs, in collaboration with Visitor Experience. Understand attendance and engagement trends, and create opportunities to develop these areas.

## Community Engagement & Partnership

- Build community engagement capacity, expertise, and outreach in the department.
- Establish and nurture reciprocal collaborations and partnerships with a host of external partners to further the Museum's mission, serve its community, and extend the impact of programming, especially to new audiences.
- Create a partnership of trust, open dialogue, and accountability with communities by centering audiences and communities, and their feedback, in the Walters decision-making. Develop mechanisms for representation and feedback throughout the Walters, including a strategy and structure for community engagement and advisory boards and strengthened evaluation.
- Expand and continually improve the Walters' engagement with the greater Baltimore community. Aim to make the Walters an essential resource and must-see destination.
- Deepen partnerships with PreK-12 schools in Baltimore City, Baltimore County, and across Maryland. Enhance the value the Museum can contribute to 21st century skills and the curriculum, and inspire greater involvement for teachers and students.

## Team Building & Mentorship

- Attract, develop, support, and retain a high-performing team.
- Establish annual goals, objectives, and priorities with each unit and direct reports.
- Provide clarity, direction, clear communication, and policies, and timely follow through.
- Lead by example and act as a bridge to encourage trust and collaboration among Museum staff, especially with regard to partnerships with Curatorial, Marketing & Communications, and Visitor Experience. Identify ways departments across the Museum are included early and systematically in programming. Support team members in their efforts to foster productive collaborations and creative endeavors.
- Prioritize professional development and actively mentor team members to build skills and experiences. Create a positive culture of improvement, critique, and accountability. Set expectations, align team members, and provide clear and timely feedback.
- Empower and encourage team members to shine and contribute.
- Advocate for Learning & Community Engagement department and team members, and elevate the work of the department in the institution. Provide consistent, thoughtful leadership and supportive problem-solving.
- Represent the Walters and ensure the team's understanding of and adherence to all policies and procedures.

## Administration & Operations

- Serve as a member of the Leadership Team.
- Oversee development, implementation, and monitoring of the department budget (both expenses and revenue). Think strategically about the resources needed for sustainability and growth.
- Represent the department at Leadership, Board, and Committee meetings. Take a leadership role in the Board Engagement Committee.
- Play a significant role in fundraising for the department and institution, including identifying, contributing to, implementing, and reporting on grant-funded opportunities. Assist in cultivating and stewarding donors interested in education-related programs.

## Candidate Profile

A bachelor's degree is required in education, history, humanities, or related field; an advanced degree in education or art history is preferred; deep professional and leadership experience in a comparable setting will also be seriously considered.

## Creativity & Innovation in Programming

The Director of Learning & Community Engagement will bring tested management, organizational, and administrative experience and demonstrate at least five years of public-facing educational or programmatic leadership experience in a senior role with a strong track record of providing creative leadership to design and deliver impactful educational, public programming, and community building experiences to fulfill and amplify the Museum's mission. This leader is strategic and collaborative, self-confident; unflappable; pragmatic, grounded, decisive, and clear. Preferred candidates will have an in-depth knowledge of current and emerging educational trends. They will possess deep knowledge of and passion for art, commitment to education and lifelong learning, intellectual inquiry, visitor and community engagement, and the Walters potential in the Baltimore and Maryland communities; background in community arts organizing preferred. This leader is digitally adept and is attuned to ways technology, education, and communications mutually support and improve each other's objectives and the Museum overall. The Director of Learning & Community Engagement is a systems thinker and is able to look across department, Museum, and external environment to understand root causes of issues and opportunities for improved service and partnership; open to and seeks change and innovation. They must possess a commitment to working with children and families and experience working with diverse audiences and cultures in authentic and meaningful ways.

## Building Relationships & Using Influence

The Director of Learning & Community Engagement builds, leads, and manages high-performing teams with empathy and self-awareness; high emotional intelligence and is able to reflect on own improvement and model that commitment to the team. They hold a high standard of excellence and accountability, and inclusivity, facilitating their ability to work collaboratively and deliver results as a team. This individual will foster trust and collaboration among team members and will possess the ability to manage through change with flexibility, poise, and a sense of humor. The Director of Learning & Community Engagement is an accomplished manager effective with budgets, staffing, deadlines, deliverables, and competing agendas; a strong ability to organize, set priorities, create an action plan, delegate, and coordinate. This leader establishes rapport and cultivates relationships across all levels of the organization, and empowers a diverse staff and external constituents to deliver results; this includes staff, Trustees, educators, artists, volunteers, donors, local government and public-school officials, and community leaders. It is imperative that they foster an atmosphere of collaboration and partnership across the organization. They will understand the need to learn the history and culture of the Museum and appreciate the complexities it faces today before making recommendations.

## Ambassadorship

The Director of Learning & Community Engagement is a gifted leader who will serve as an ambassador for the Museum in the education, public programming, and community building domains and beyond. A charismatic spokesperson, this leader offers superlative communication, interpersonal, and negotiation skills grounded in excellent judgment; a diplomatic ambassador who can listen, advocate, hold a position, engage diverse partners, and drive complicated projects to closure. They are a passionate, articulate, and effective advocate for the Museum to a wide range of constituents. This individual believes deeply in building and nurturing a robust network of relationships to foster collaboration and advance the Museum's mission. The Director of Learning & Community Engagement is entrepreneurial and creative when thinking about how to best cultivate new groups of stakeholders in the mission of the Museum and create a welcoming environment for all visitors and program participants.

## Passion for the Mission

The Director of Learning & Community Engagement of the Walters will be an ambitious, inventive, and collaborative leader who is inspired by the mission of the Museum and can inspire others as well. Fully embracing the mission of the Museum, the relationship with the local and broader communities, and the commitment to its various stakeholders, they will have a love of learning, a deep interest in Baltimore and Maryland, and the desire to proactively address issues of diversity, equity, accessibility, and inclusion with regards to the content and staffing of programming, the visitor experience, and community engagement.



They will be passionate about working in partnership with the staff, donors, and other partners to advance the mission the Museum and its educational and programmatic initiatives. In addition, the Director of Learning & Community Engagement will embody an understanding of and appreciation for the role that cultural institutions and other informal environments can play in learning. They will possess and promote a deep appreciation for the collections, programs, building, history, research, and scholarship of the Museum and will demonstrate a commitment to public involvement, community building, and the visitor experience. Working closely with the senior leadership, the Director of Learning & Community Engagement will serve as a bridge between the internal staff and external partners and will fully embody the values of the Museum.

<https://koyapartners.com/search/director-of-learning-community-engagement/>

---

### **3. Director of Learning and Engagement - Asheville Art Museum (Asheville, NC)**

#### **Position Description**

The Museum is seeking an experienced Director of Learning & Engagement to lead its continued growth as a leading cultural institution in the Southeast and WNC with national impact. This position leads the Learning & Engagement team, advocating for personally meaningful and visitor-centered experiences through onsite, outreach, and virtual programs for all ages and abilities. This position ensures that educational programs and opportunities advance the Museum's mission, vision, and values, and align with leading-edge museum practices in diversity, equity, access, and inclusion.

This position is a member of the senior leadership team and reports to the Executive Director. This position oversees Learning & Engagement staff, interns, docents, and volunteers.

#### **Primary Responsibilities/Essential Functions (including but not limited to):**

##### *Leadership/Management*

- Set overall vision and goals for Learning & Engagement team that align with Museum mission, vision, and values. Represent departmental priorities and projects to Museum leadership, staff, and outside parties as member of senior leadership team.
- In consultation with Director of Finance & Operations and Learning & Engagement team, lead efforts to set annual budget for department. Oversee expenditures to ensure that Learning & Engagement department operates within approved budget including approval of purchase and check requests, acting as cardholder for departmental expenditures, etc.
- Supervise School & Family Programs Manager, Education Programs Manager, and Learning & Engagement Assistant. Work with team members to set individual goals and direction.

- Manage regular operations of Learning & Engagement department including recruitment, training, scheduling, leave requests, annual reviews, etc.
- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.

#### *Adult Programs*

- Develop and implement onsite, outreach, and virtual programs (access programs, gallery talks/tours, lectures, panel discussions, reading group, classes and workshops, films, performances, speakers bureau, travel, etc.) relating to special exhibitions and Museum's Collection for a diverse range of college-age, adult, and older-adult audiences.
- Lead docent program. Liaise with docent executive board and oversee recruitment. With School & Family Programs Manager, develop tour curriculum based on NC Standard Course of Study and best practices in visitor engagement and diverse learning styles. Implement and deliver both new-docent training and continuing education for established docents.
- Manage internship program including recruitment, professional and project development, and placement with staff supervisors. Supervise Learning & Engagement interns.
- Act as Learning & Engagement team's primary liaison with the Curatorial team for exhibition and interpretation-related activities, ensuring strong connection between departments.
- Liaise with area college/university faculty on curriculum-related opportunities.
- Initiate and maintain partnerships with local arts organizations and businesses.
- Collaborate with Development team on fundraising for Learning & Engagement programs, projects, and initiatives, including grants and gifts.
- With Communications team, maintain and contribute Learning & Engagement content to Museum's website and social-media platforms.
- Engage college-age and adult visitors with guided tours, gallery talks, workshops, and outreach.
- Design and implement Museum-wide visitor research and evaluation efforts.
- Other duties as assigned.

#### **Requirements**

##### **Special Requirements & Compensation**

This year round, full-time position with full benefits may at times requires a flexible schedule to accommodate programs, events, and after-hours work including weekend and evening hours. Annual compensation includes a salary range of \$53,000 and \$56,000 depending on experience, plus paid time off, health insurance, and retirement benefits after required probationary period. The incumbent should have a valid driver's license, be able to lift items up to 30 pounds, handle tools or controls, use close vision, and travel periodically for meetings or Museum business.

##### **Education & Experience**

The ideal candidate is both an exceptional educator and a tactful manager with an undergraduate degree, academic training, and work experience in art education, art history, material culture, museum

education, museum studies, studio art, or related field; 10+ years experience in museum education or closely related field, with progressively increased responsibility for program, staff, and volunteer management; excellent writing, editing, verbal communication, and interpersonal skills including public speaking; the ability to maintain the highest standards of professional ethics and integrity; and awareness of critical social issues and their relationship to inclusive and equitable decision-making in the arts. Graduate degree and experience creating engaging, interactive programming for American and/or contemporary art are highly desirable. The incumbent must be flexible and able to work independently, collaboratively, and effectively in a fast-paced, creative environment.

### **Equal Employment Opportunity**

The Asheville Art Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### **Diversity, Equity, Access, and Inclusion**

The Asheville Art Museum's vision is to transform lives through art, and we welcome all visitors without discrimination. The Museum acknowledges that it is situated upon the ancient, southern Appalachian ancestral homeland of the Cherokee Tribe and that this region is still the home of the Eastern Band of Cherokee Indians today. The Asheville Art Museum is committed to being an active leader against racism. We uphold anti-oppressive and equitable practices, while striving to create opportunities for education and action to build a stronger community. The Asheville Art Museum is dedicated to advancing diversity, equity, access, and inclusion—now and in the future. The Museum is moving with awareness and commitment, through assessment, training and engagement, to implementation and accountability.

<https://aam-us-jobs.careerwebsite.com/job/director-of-learning-engagement/57881677/>

---

## **4. Deputy Director of Engagement - Brooklyn Museum (Brooklyn, NY)**

### **Description**

The Brooklyn Museum (BkM) seeks a creative strategist and leader with a record of managing culture change to become its Deputy Director for Engagement (DDE). The Museum is committed to a vision of art as a powerful engine for social impact, connecting in-person and virtual visitors with compelling

content that opens hearts and minds and advances opportunity and equity. This new leadership role in the Museum is crucial to fulfilling that vision while setting the Museum on a path of ambitious growth. Reporting to both the Museum's Director and the President and Chief Operating Officer, the Deputy Director will oversee the areas of digital communications and engagement, graphic design, marketing, merchandising, public relations, and visitor experience. The DDE will join a leadership team that is inspired to make the Museum an agent of change and that is reimagining how the Museum connects with ever larger and more diverse audiences, around the corner and around the world.

One of the nation's largest, oldest, and most innovative art museums, the Brooklyn Museum is changing the way it engages with audiences, offering participatory, interdisciplinary opportunities for learning and action, both on-site and online. The DDE will lead and amplify this transformation, in partnership with BkM leadership and subject matter experts from various disciplines including curatorial, education, public programs, and community engagement. The DDE will bring vision and drive to the delivery of fresh art experiences, attracting diverse audiences, and fostering interactive engagement to create inspiration, learning, social impact, and joy.

Isaacson, Miller, the national executive search firm, has been retained to support the Museum in this consequential search. Confidential inquiries, nominations, and applications may be directed to the firm as indicated at the end of this document.

## **THE ROLE**

Reporting to both the Director and the President and Chief Operating Officer, the DDE will serve as the executive responsible for leading the Museum's overall audience engagement strategy, with a critical focus on the digital experience. The DDE will lead the digital transformation of the Museum and ensure that the Museum's major digital initiatives are successfully implemented across all divisions. As the global ecosystem through which art is consumed rapidly changes, the DDE will be at the forefront of ensuring that the Museum provides its audience, members, and new virtual members with a robust, state-of-the-art experience on all digital platforms. The DDE will be a thought leader, conceiving and inspiring support for new ways to use digital technology to make art accessible to a worldwide audience.

A key advisor to both the Director and the President and COO, the DDE will be forward-thinking, a proven champion of culture change, and a person who can successfully execute large-scale projects. Areas under the DDE currently have a total expense budget of approximately \$4 million (not including third party marketing and advertising budgets for individual exhibitions and programs) and account for roughly \$12.5 million in earned revenue in the Museum's fiscal year 2022 budget.

The DDE will be responsible for managing a team of approximately 60 staff across seven departments. It is currently contemplated that the following positions will report directly to the DDE: Director of Digital Communications; Director of Digital Engagement; Director of Graphic Design; Director of Marketing; Director of Merchandising; Director of Communications; and Director of Visitor Experience and Engagement.

## **OPPORTUNITIES AND CHALLENGES**

The overarching goal for the new Deputy Director will be to build and execute a strategy, with digital technology at its center, that will accelerate growth of the Museum's audiences, intensify the impact of their engagement, and advance the Museum's core business goals. The new Deputy Director will bring a deep understanding of the intersection of mission and market. They will be part evangelist and part teacher, as they leverage the enthusiasm of Board and staff members to infuse—rather than impose—state-of-the-art methods to reach and move a larger and more diverse community of virtual and in-person museumgoers. Specific challenges and opportunities for the Deputy Director for Engagement include the following:

### ***Catalyze change and maximize opportunities to build brand, visibility, and support for the Museum***

In close consultation with the Director, President, and other Museum leaders, the Deputy Director will create, gain support for, and execute a comprehensive plan for target audience development and engagement that extends throughout the Museum, both on-site and online. The plan will aim to achieve worldwide recognition of BkM's leadership in making art a vehicle for social change, and to establish the Museum's reputation as the most welcoming, inclusive, and invigorating museum in the world. The goals in the plan will be ambitious, measurable, and achievable.

The new Deputy Director will be an advocate for developing new audiences and new ways of connecting with and inspiring them. A digital-forward strategy will advance achievement of all of the Museum's strategic goals through delivery of content, understanding the audience, and improving each team's ability to execute their engagement work across all areas of the Museum. A successful strategy will include leveraging the collections, exhibitions, and programs for meaningful audience engagement through digital content and collaborations with other organizations.

The DDE will have the opportunity to hire a colleague on their team to serve in the new role of Director of Digital Engagement. Continuing to explore different methods to reach audiences through innovative marketing and use of technology will be critical. This will result in measurable increases of engagement, including revenue generation, and greater recognition on local, national, and international levels of the Brooklyn Museum and its mission.

### ***Play a consequential role in advancing the Museum's financial goals***

The Museum's leadership are firmly committed to doing what it takes to achieve the highest levels of audience growth and engagement. That said, BkM's resources are not as abundant as those of the very richest museums. The new Deputy Director will have strong business acumen and a record of deploying limited resources for maximum results.

The Museum's new digital-infused engagement and marketing strategy will be expected to achieve ambitious earned revenue goals, and the DDE and team will be expected to provide best-in-class support for contributed revenue efforts.

***Fully embrace Brooklyn's diverse communities and the Museum's extended audience while working toward social impact and change***

In partnership with the Deputy Director for Learning and Social Impact, the DDE will develop and nurture opportunities for audience engagement to inspire agency and action on the specific social issues addressed in the Brooklyn Museum's exhibitions, public programming, and education. The DDE must be a champion for diversity, equity, inclusion, and access who will inspire people from diverse communities to feel a sense of belonging and ownership in the Museum. Through embracing the Social Action Strategy, the DDE will lead with these values at the core of their work, both internally and externally.

***Utilize data-driven analysis to increase engagement***

Audience research and learning must be enhanced through the DDE's specific vision, supported by digital technology as a tool to build audience appreciation for and community with the Museum. The DDE will develop and oversee the strategy for ongoing audience research, as well as employ data to design and implement engagement strategies to expand audiences and improve experiences and engagement. New systems must be created for measuring engagement and impact through research, feedback, and testing. The DDE will help identify where further resource investment is warranted to allow the Museum to achieve its full purpose and impact. A willingness to evaluate, an ability to think strategically and tactically, and an appetite for calculated innovation and risk will be critical.

***Lead and develop a high-performing team and ensure ongoing excellence***

The DDE will direct a team of highly skilled and steadfastly committed professional staff in effectively executing the new strategy. The DDE will demonstrate a full understanding of and respect for the team's work in connection to strategic priorities and will promote cohesion and an actively shared excitement for future possibilities. The DDE will show how engagement and digital strategy can permeate the organization as a whole, helping to eliminate siloed thinking and creating a through line across the work of different teams and functions. The successful candidate will provide guidance and support as needed to their direct reports, ensuring that high standards of excellence are maintained throughout the organization. The DDE will also continually seek opportunities for all staff to stretch and grow as they carry the new engagement strategy forward.

**Requirements**

**QUALIFICATIONS**

The Brooklyn Museum's Deputy Director for Engagement may come with a track record of audience engagement leadership in a cultural institution. The search committee is also highly interested in candidates whose experience and expertise in audience engagement and digital transformation have been honed in other fields, including for-profit enterprises. The successful candidate will exhibit both entrepreneurial drive and personal humility. The Deputy Director will be a consummate colleague with an inconspicuous ego but the confidence and dynamic energy to lead a bold strategy.

While no one person will possess all of them, the successful candidate will bring many of the following attributes:

- A deep understanding of and excitement for the Museum's mission and belief in the power of art as an engine for positive social change
- A track record as a successful champion of diversity, equity, inclusion, and access
- Ability to think big, instill confidence, and mobilize support for new ideas
- Demonstrated ability to strategically deploy limited resources for the greatest impact
- Deep understanding of audience/customer interests, motivations for engagement, and learning styles
- Experience in digital audience development and relationship building; data-driven in gaining audience insights through research and analytics, recommending action based on analysis, and executing seamlessly
- Strength in developing and implementing successful communications strategies
- Experience working with other executives across various functional departments to align foundational goals
- Proven ability to lead and inspire a large team, building consensus, fostering cross-departmental collaboration and communication, and bringing together disparate stakeholders to achieve clear and measurable shared goals
- Success as a leader within a complex matrixed organizational structure
- Strong financial management including budgeting and driving growth in earned revenues
- Goal-oriented and accountability-driven; ability to wisely restructure as needed, flexible and nimble management style

[https://www.brooklynmuseum.org/about/careers/deputy\\_director\\_engagement](https://www.brooklynmuseum.org/about/careers/deputy_director_engagement)

---

**5. Director of Museum Education & Community Engagement- Kalamazoo Institute of Arts (Kalamazoo, MI)**

**Summary of Position:**

The Kalamazoo Institute of Arts seeks a Director of Museum Education and Community Engagement to oversee all aspects of Museum Education department functions including, museum programs, the art library, community programs and community partnerships. The Director of Museum Education and Community Engagement leads department efforts to make KIA the region's recognized leader and partner in visual arts education. To support this effort, they advocate for and support the creation of programming that invites and embraces the entire community. They support programs that speak to issues in the community and especially ones that represent the values of the museum including diversity, inclusion, access and equity. They develop and maintain relationships with other arts, community, and education organizations and leaders. They supervise department staff including the Curator of Education, Assistant Curator of Youth and Family Programs and Librarian and assists other department directors and Executive Director as requested. The Director of Education and Community Engagement will be encouraged to champion experimental and innovative thinking and fresh approaches to art education. They will play a leading role in the museum's vision about the potential of digital programming and introduce a series of digital programs to extend the reach of KIA while collaborating with the curators.

**Responsibilities:**

- Development of programs that align with KIA strategic plan and help all visitors to enrich their lives through meaningful educational and personal connections with works of art.
- Provide direction and support as needed for department initiatives including tours and docent programs; adult programs; teacher/school programs and resources; family programs; teen programs; art library collections; policies and programs; interactive gallery and offsite outreach initiatives/exhibition.
- Senior Staff team member: provide monthly reports and other reports and statistics as requested, provide information and support for grant applications and advancement initiatives.
- Participate in institutional planning/initiatives.
- Embrace and model institutional mission, vision and values, Art is for Everyone. Actively work to increase diversity, equity, accessibility and inclusion at the KIA and through public programming.
- Demonstrate excellent teamwork and leadership skills. Develop strong relationships and partnership with colleagues. Develop team-oriented relationships with the entire organization.
- Seeks opportunities to collaborate with other cultural and community organizations in southwest Michigan to expand and diversify the museum's audience, extend the museum's reach, and advance the KIA's mission and interests.
- Create a series of interactive digital programs that are available to the visitor in the gallery as well as on the museum's website.
- Demonstrate a commitment to the use of social media platforms and networks.



- Participate in the development of interpretive content including collaborating with curators when the curator is the originator and having primary responsibility for the content for permanent collection and traveling exhibitions.
- Develops curriculum for docent training and candidate class with the Curator of Education position. Present talks or secure speakers and presenters as needed for training sessions.
- Responsible for overseeing the staff who organize the Young Artists show and the annual juried High School Area Show.
- With Executive Director and Director of Advancement, develop and help implement marketing efforts for museum education programs. Other tasks include refresh content and update department events on KIA website. Provide copy for Sightlines magazine. Responsible for E-Newsletters for teachers and special audiences.
- Support the Executive Director in managing the Museum Education Board Advisory Committee. Coordinate committee meetings and communications for advisory and other ad hoc groups.
- Supervise department staff including Curator of Museum Education, Assistant Curator for Family and Youth Programs, Librarian. Conduct annual staff performance reviews.
- Develop annual department budget that reflects KIA and department priorities and monitors income and expense lines.
- Excellent written and verbal skills.
- Keep current on best practices in the museum and museum teaching fields including VTS methodology.
- Perform other duties as assigned by the Executive Director.

## **Requirements**

### **Job Qualifications:**

The new Director of Education and Community Engagement must have a strong vision and commitment to innovative educational programming and community learning. They must be imaginative and be a leader with a deep passion for the visual arts and art education. They must be able to work effectively with the museum staff to make the art accessible to audiences in the galleries and in the community. They must be an effective manager and team player who can work successfully in a dynamic and collaborative environment and must have a track record in developing and implementing innovative programs that reflect knowledge of current issues in museum education and of the evolving role of art museums in their communities. They must have:

- Master's degree in Art History, Art Education, Museum Studies or related field, along with sound knowledge of art history, museum teaching and object interpretation strategies preferred.
- Minimum of 7+ years proven museum education leadership experience is required along with understanding of the role of education in a museum and best practices in the museum education field.
- Strong interpersonal and communication skills. Able to work well and collaborate effectively with a wide range of audiences including staff, volunteers, educators, funders, sponsors, members, general public and other constituencies.

- Demonstrated commitment to values of diversity, inclusion and learner-centered interpretation strategies.
- Experience supervising personnel (volunteer and staff), program and budget development, project management and planning skills along with an ability to meet deadlines are necessary.
- Able to work effectively in a team setting within the department and collaborate across the organization.
- Proficiency in Microsoft Office Suite.

**Physical Job Requirements:**

While performing this job, the employee will be required to sit, stand and work, to lift up to 30 pounds. occasionally, do close work with a computer and perform repetitive hand movements.

[https://aam-us-jobs.careerwebsite.com/jobs/view/director-of-museum-education-community-engagement/57695566/?keywords=engagement&pos flt=0&location=&location\\_completion=&location\\_type=&location\\_text=&location\\_autocomplete=true](https://aam-us-jobs.careerwebsite.com/jobs/view/director-of-museum-education-community-engagement/57695566/?keywords=engagement&pos flt=0&location=&location_completion=&location_type=&location_text=&location_autocomplete=true)

---

**6. Community Engagement Manager- Museum of Contemporary Art Detroit (Detroit Michigan)**

Position Description

The Community Engagement Manager (CEM) is responsible for taking the lead on the creation and oversight of opportunities for collaboration with community partners that allow us to nurture social change and human understanding through the arts. Under the direction of the Susanne Feld Hilberry Senior Curator, the Community Engagement Manager works with museum staff members to engage a diverse portfolio of community partnerships through a broad range of visitor engagement-based programming and museum tours. The Community Engagement Manager also manages the Community Engagement Coordinator and works closely with them to meet departmental goals.

Responsibilities

*Museum Tours and Visitor Engagement*

- Lead the Community Engagement Department in creating a visitor engagement strategy that includes tours and other programs, both on and off site.
- Oversee the Museum’s tour program and offerings including management and promotion of the tour program and schedule.
- Develop specialized tours and tour packages to increase visitor engagement, accessibility, revenue, and satisfaction.

Establish and maintain policies and processes for booking group tours.  
Study exhibitions and be prepared to conduct interesting and informative tours for broad audiences with varying levels of familiarity with contemporary art.  
Facilitate all museum tours.  
Work with Events and Special Programs teams to track opportunities for visitor engagement including tours and talks with the curators.  
Manage the [tours@mocadetroit.org](mailto:tours@mocadetroit.org) email address.

### *Accessibility*

Create a framework for improving Museum accessibility for persons with disabilities and non-English speakers. This includes setting up a roster of contractors who can provide ASL and bilingual tours.  
Provide oversight for policies and services related to accessibility and MOCAD's compliance with accessibility codes. Act as a point person for accessibility questions and arrangements.  
Complete the MCACA Accessibility workbook and give updates annually.

### *Community Partnerships*

Cultivate relationships with a goal of developing and maintaining community partnerships with organizations and individuals who may assist in furthering MOCAD's mission by presenting and supporting MOCAD programs internally and externally.  
Implement outreach strategies to community programs which will promote our projects and programs, inviting new visitors to MOCAD.  
Support the Waawiyaaataanong Arts Council in the implementation of opportunities that center the work of indigenous persons and communities.  
Manage outreach with local universities and colleges. Create MOUs with said educational institutions so that both MOCAD and invested parties receive reciprocal opportunities.  
Manage the [volunteer@mocadetroit.org](mailto:volunteer@mocadetroit.org) email address to help coordinate event volunteers.

### *Mike Kelley's Mobile Homestead*

Act as the point person for the Mike Kelley Foundation, supporting the tracking of all resources allocated to MOCAD from the foundation including budget and project goals related to grant agreements.  
Support the development department in long term fundraising and planning for the Mobile Homestead, including an endowment for the work and all community efforts that exist in tandem with its presentation.  
Plan and implement tours of the Mike Kelley Mobile Homestead, and manage gallery attendants for the exhibitions in that space.  
Work with MOCAD's curatorial department to support the logistics of exhibitions presented at the Homestead.  
Support the planning and implementation of any opportunities for the Homestead to tour off-site.

## *Other*

Act as the direct supervisor for the Community Engagement Coordinator – set goals and priorities, provide support and feedback as needed.

When the museum is closed for extended periods, CEM will engage in partnerships and presentations off site. Assist in any off-site coordination for programs and partnerships. Cultivate relationships with foundations, board members, artists, community leaders, and scholars.

Maintain records relevant to the role (including digital and physical files) for archival and future planning purposes. Document processes and procedures as needed.

Track and maintain relevant budgets, and complete and submit necessary paperwork to the Business Operations Office in a timely fashion.

Work with MOCAD's Manager of Grants and Foundation Relations to identify grants that will further our community engagement projects and programs.

Assist with any grant writing that furthers MOCADs goals as needed.

## Qualifications

BA or BFA and a minimum of five years of experience working in arts education, community-centered organizations, museums, or a related field is required.

Extensive prior experience with project management, budgeting, and the creative development and production of visitor engagement opportunities.

Outstanding interpersonal, oral, and written communication skills. Ability to give and receive effective feedback.

Demonstrated ability to collaborate and work productively with diverse constituencies.

A keen passion for education and contemporary arts and culture.

A friendly and professional demeanor. Prior experience in hospitality or customer service preferred.

Scrupulous attention to detail, strong copy editing and proofreading skills are required.

Ability to thrive in a multi-project environment

Must have strong administrative skills and knowledge of Windows/Mac OS, Microsoft Office Suite, Gmail/G-Suite applications.

Must have reliable transportation for running errands and attending off-site meetings, programs and events on behalf of the Museum. Mileage reimbursed.

[https://mocadetroit.org/wp-content/uploads/2021/06/MOCAD\\_CommEngmtMgr\\_202106-2.pdf](https://mocadetroit.org/wp-content/uploads/2021/06/MOCAD_CommEngmtMgr_202106-2.pdf)

---

## **7. Associate Director, Engagement Programs- The Art Institute of Chicago (Chicago, IL)**

### **Position Summary**

The Associate Director, Engagement Programs, works closely with the Director, Engagement and the Engagement Programs team as a content lead to develop and administer programming for visitors and members. Programs primarily include but are not limited to lectures and conversations with internal and external speakers around museum exhibitions and collections. This position plays a critical role in delivering on the institution's commitment to representation and inclusivity through programming, both onsite and virtually, and proposes models for exploration and testing. The Associate Director, Engagement Programs collaboratively leads priority assessment conversations with internal clients (curatorial, conservation, library, LPE, marketing, corporate affairs, civic partnerships, academic engagement, experience design, Leadership Advisory Council) and external partners (Society for Contemporary Art, Antiquarian Society, Visiting Artist Program, among others). These assessments contribute to the development of a comprehensive institutional program calendar serving all audiences, while identifying novel opportunities to support revenue teams' fundraising and philanthropic efforts. This role serves as a key point of contact for internal and external speakers and steers them through the development and refinement of program content.

## **RESPONSIBILITIES**

1. Work closely with the Director, Engagement to develop short and long-term plans for programming relating to museum permanent collections and exhibitions.
2. Participate in regular needs assessments with client departments to diagnose departmental and institutional priorities, and generate program opportunities for visitors and members to support them.
3. Contribute to the development of a comprehensive annual program calendar that is diverse, challenging, and impactful with an eye for equity in representation of curatorial departments, with additional programming for major exhibitions and occasional features of conservation, libraries, and other museum departments.
4. Thoughtfully prioritize the expertise of museum staff in programming, inclusive of all departments and levels, while considering external participation that is necessary to enhance and amplify the museum's mission and strategic objectives.
5. Prepare creative proposals for approval by the Director, Engagement, and extend subsequent invitations to inclusively assemble participants with diverse voices, subject positions, and expertise, to broaden the perspectives through which art objects and their histories are interpreted in programs.
6. Serve as a primary point of contact for internal and external participants and, with team support, navigate related negotiations, including participant travel and accommodations, the timely delivery and execution of contracts prior to any work performed, and shaping of program content.
7. With team support and informed by interpretive guidelines, manage program preparatory conversations, creative development, and delivery of related materials including program descriptions, slide decks, scripts, briefings, and other presentation materials dictated by implementation deadlines.

8. Administers day-of events, both onsite and virtually, in partnership with the Engagement Programs team. While the team supports the mobilization of operational resources, this role focuses on the stewardship of presenter relationships and creative content. The Associate Director of Engagement Programs thoughtfully supports presenters and manages their delivery of creative content within the limitations of operational resources as advised by the team. Occasionally host, provide welcome remarks and program moderation. Evening and weekend work required as needed for specific programs or in support of partner teams' events.
9. Maintains clear communication with colleagues about ongoing priorities, goals, and projects, supporting positive conflict resolution.
10. Initiates and manages other departmental projects as needed; performs other duties as assigned.

## **ABOUT THE DEPARTMENT**

Engagement at the Art Institute of Chicago welcomes all audiences—visitors, members, and donors—at every point of interaction with the museum. The Engagement Programs team develops programming for visitors and members around museum exhibitions and collections. We work collaboratively across all departments to ensure programmatic content has the widest reach and greatest impact for all audiences.

### **Qualifications**

#### **Education:**

- Bachelor's degree, Master's preferred, or equivalent combination of education and experience.

#### **Experience**

- Minimum 5 year track record of progressively responsible related experience
- Knowledge of Chicago artistic, academic, and creative communities. Demonstrated ability of collaboration with living artists, scholars, and thought leaders of local, national, international renown.
- Prior experience with museums or cultural organizations is preferred, or nontraditional or equivalent experience with projects involving the creative development and implementation of public presentations and stage productions
- Track record of providing creative leadership to deliver masterful interpretation and storytelling.
- Proven project manager with navigation of multiple stakeholders.

## Skills

- Excellent writing, public speaking, research, and interpersonal skills for engagement with people of a wide range of backgrounds.
- Demonstrated talent for content development and refinement, event planning, organization, and problem-solving skills.
- Confident communicator comfortable cultivating, growing, and managing external relationships and collaboration.
- Competency to support collection of audience data, and pivot future approaches in response to analytic recommendations
- Proficiency in Word, Excel, Google Suite, Raiser's Edge (or similar system), Smartsheets (or similar project management system) and demonstrated ability to learn new computer software.
- Enthusiasm for working on multiple projects simultaneously, keeping pace for both long- and short-term deadlines.
- Ability to work nights and occasional weekends.

[https://hrweb.artic.edu/psc/HRPRODE/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_SEARCH\\_FL.GBL?Page=HRS\\_APP\\_SCHJOB\\_FL&Action=U&TargetFrameName=None](https://hrweb.artic.edu/psc/HRPRODE/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_SCHJOB_FL&Action=U&TargetFrameName=None)

---

### **8. Associate Curator of Campus and Community Engagement- Williams College Museum of Art (Williamstown, MA)**

The Williams College Museum of Art (WCMA) seeks an Associate Curator of Campus and Community Engagement (ACE). The Williams College Museum of Art creates inspirational art experiences to instigate new thinking about objects, people, and the world—and it does so from within the nation's top-ranked liberal arts college and a community diverse in history and constituents. A vibrant center for the arts and civic discourse at Williams, the Museum embodies the liberal arts' ability to catalyze creativity and critical thinking as well as activism through the humanities. Deeply committed to social justice, WCMA is a vital hub for intimate and group participation; for taking risks and testing experimental forms of scholarship as practice; and most importantly for teaching and learning, boldly affirming the relevance of the history of art and the museum visit as vital to everyday life. Please visit our website: <http://wcma.williams.edu>.

Anchored by excellence in teaching, this position centralizes lifelong learning with works of art through college-wide collaborations, regional partnerships, and socially engaged programming at WCMA. The ACE is a dedicated art museum professional whose practice stems from an interdisciplinary study of works of art with strengths in student engagement, community-based work, and DEIA. Committed to racial equity in all we do, the ACE plays a critical role in making the museum a platform for creativity and

innovation, curricular learning and co-curricular life, civic and cultural engagement. Situated within a dynamic engagement team, we seek an innovative practitioner who values an experimental approach to public practice and who thinks rigorously about teaching and learning in the context of the museum visit. As a “teacher of teachers” overseeing student educators, the ACE is an essential museum partner in developing a genuinely inclusive, equitable, sustainable, and accessible museum for the college and as a model for the field. Professional development and active contribution to museum fields are supported. Research, reflection, and evaluation are instrumental to our work and integrated into a holistic process of our own institutional learning about the role of a college art museum on campus and in the world.

## Responsibilities

### Core Teaching Responsibilities:

- Design, implement, lead, and evaluate a gallery teaching program led by Williams students
- Execute participatory learning for group visits in utilizing the collection, special exhibitions, public programs, an architecturally significant building, and Williams College itself towards instigating dialogue, creativity, and social justice at WCMA
- Co-organize trainings and materials for frontline staff on seasonal exhibitions/programs, permanent collection, building history/context, and public engagement skills
- Collaborate with museum colleagues, campus and community groups to curate distinct learning opportunities
- Oversee intern/s

### Program Management:

- Oversee and manage several WCMA signature programs including :
- WALLS (Williams Art Loan for Living Spaces)
- Exploring the Arts (first years)
- Creating a Culture of Respect (7-8th grade)
- Collaborate with museum departments to execute public tour, group, schools, access, and family visits
- Strengthen school/family/youth/access audiences + oversee outreach with these regional groups
- Engage in program research, planning, implementation, archiving, and evaluation
- Work with Visitor Services/Security, Exhibition Management, Engagement, Interpretation, Communications, and Development staff to obtain and evaluate audience data towards assessing, reaching, and refining programmatic goals

### Diversity, Equity, Inclusion, Accessibility:

- Engage in best practices of bringing diversity, equity, and inclusion to museum program and operations. Please see WCMA’s “In Solidarity for Social Justice” statements for additional details on our work in this area. <https://artmuseum.williams.edu/in-solidarity-for-justice/>
- Join WCMA colleagues in creating greater accessibility of museum spaces, programs, and online learning



- Williams College is committed to enriching its educational experience and its culture through the diversity of its faculty and staff. Our expectation is that the successful candidate will be at ease within, if not excel at working in a community that is broadly diverse with regard to race, ethnicity, socioeconomic status, gender, nationality, sexual orientation and religion.

Applicants with relevant experience with building, working with, and supporting a broadly diverse, just, and equitable employee community and other DEIA work are encouraged to speak to this work in their cover letter and to apply.

Reporting and department structure:

This position works closely with and is supervised by the Deputy Director of Engagement with open and direct communication channels to the Class of 1956 Director

WCMA's engagement department includes the Curator of Mellon Academic Programs, the Curator of Programs and Interpretation, a Post-Doctoral Fellow in Digital Humanities, the Program and Events Coordinator, and 4-5 graduate and undergraduate interns

Qualifications

- MFA or MA in art history, museum studies, education or related field preferred
- 3 years experience in museum education and program coordination is required
- Skilled, flexible teacher equipped to work with an encyclopaedic art collection with strengths in the Americas, modern and contemporary art, photography, Africa, Asia, Ancient, Europe, sculpture, and works on paper
- Experience in managing educators and staff trainings
- Familiarity with college/university museum setting a plus
- Schools/Youth/Family teaching and program management experience desired
- Consistent DEIA work in teaching, programs, and operations
- Creativity and innovation in engaging communities, special audiences, and a broader public
- Strong written communication and public speaking skills
- Effective work in a team environment and collaborations across organizational structures
- Efficient administrator; familiar with budgets, databases, office software, evaluation, reporting
- Experience in working across cultures and with audiences of varying needs; languages helpful

---

## **9. Director of Family Strengthening & Community Engagement- Center for Urban Families (Baltimore, MD)**

The Center for Urban Families (CFUF) seeks a highly experienced Director of Family Strengthening and Community Engagement, responsible for the operational success of programs that accelerate social and economic mobility (SEM) using a two-generation (whole-family) approach, and provide innovative

solutions to sustainably lift families out of poverty. The Director of Family Strengthening and Community Engagement will play a key role in ensuring that these programs are aligned with CFUF's existing programs that help our clients achieve long-term family stability and economic success.

### **Culture and Practice**

CFUF is an organization committed to excellence and quality service to all of its stakeholders. Our organizational values emphasize professionalism, respect, integrity, accountability, and an unwavering focus on supporting our members. Our culture thrives from a transparent, reflective, and creative environment. We maintain a highly autonomous workforce, and our staff embraces humor, food, fun, and a passion to serve our members. We believe in recognizing and rewarding high performers. All of these qualities and attributes make CFUF a premier employer of choice.

### **Position Overview**

The Director of Family Strengthening and Community Engagement will oversee the strategic vision and direction, implementation, and monitoring and evaluation of this multi-year project. S/he will supervise three direct reports: Outreach Coordinator, Community Navigator, and Partnership Coordinator.

The position requires high levels of interpersonal and influencing skills, proficient facilitation, and the capacity to work across disciplines of policy, systems, service delivery and community change. The Director will be a passionate, innovative, and dynamic leader focused on achieving results for families, their children, and the community organizations that support them.

### **Responsibilities and Duties**

The Director will be part of the Center for Urban Families team and will be responsible for advancing the vision of the project and immediately moving the work from the design to the implementation phase. The Director will work as part of an interdisciplinary team, working together to grow the movement for social and economic mobility in Baltimore. The main focus of this role will be supporting key functions for the sustained operation of the project, including the following:

#### Project Leadership:

- Manage, lead and facilitate *The Baltimore Social and Economic Mobility Collaborative*.
- Build-out, formalize and document *The Baltimore Social and Economic Mobility Collaborative's* programming models, strategic frameworks, processes, practices, procedures and protocols.
- Identify, engage and maintain relationships across multiple stakeholder groups, including government, public systems, community leaders, philanthropy, business, and CBOs.
- Provide high-level strategic advice, knowledge and facilitation to the *Baltimore Social and Economic Mobility Collaborative* partners so that they can develop and implement their plans according to the project design plan.

- Co-design, implement and assess appropriate and effective community engagement strategies.
- Identify and facilitate access to relevant population level data to inform decision making and support the initiative to set up and embed shared measurement at performance level.
- Support the initiative to gather, collect and analyze quantitative and qualitative data across partner organizations, and to communicate results back to local leaders and stakeholders.
- Support *The Baltimore Social and Economic Mobility Collaborative* to identify, access and secure funding and other resources.
- Manage *The Baltimore Social and Economic Mobility Collaborative* budget and resources.

#### Strategic Learning and Movement Building:

- Provide expert-level knowledge of family strengthening and community engagement strategies that interrupt the cycle of poverty.
- Contribute to the identification and development of opportunities to strengthen the Social and Economic Mobility movement in Baltimore City.
- Facilitate the disbursement of many grants per recommendations of the Advisory Council.
- Develop and maintain connections with Social and Economic Mobility initiatives to inform practice and promote the work of *The Baltimore Social and Economic Mobility Collaborative*.
- Oversee the design of tailored training and workshops for a range of audiences including the design and implementation of supporting tools and resources.
- Build capacity across *The Baltimore Social and Economic Mobility Collaborative* through facilitation, training, coaching, advising and providing specialist advice.

#### Relationship & Collaboration Building:

- Work in partnership with the Center for Urban Families' Senior Leadership Team and the *Baltimore Social and Economic Mobility Collaborative's* Partnership Coordinator to establish, develop and maintain strategic relationships.
- Represent the *Baltimore Social and Economic Mobility Collaborative* across a range of public forums.

#### EXPERIENCE AND ATTRIBUTES

The ideal candidate must have a passion for, commitment to, and understanding of CFUF's values and principles regarding the plight of urban fathers and families, and demonstrated skills in managing programs and delivering services to them. S/he will have substantive knowledge of innovative interventions that promote family stability and economic success. Highly qualified applicants will bring a variety of other experiences and attributes to CFUF, including:

- Bachelor's degree in a related field such as: community development, community engagement, education, or social sciences.
- Minimum 5 years of impactful work experience directing one or more large, public sector programs and/or projects, concurrently.
- Demonstrated ability to lead, coach, and supervise a team of professionals.
- Strategic thinker with proven analytical skills, such as an ability to draw insightful conclusions from large amounts of quantitative and qualitative data from research related to early education, job readiness, housing and community development.
- Demonstrated ability to manage the scope, requirements, deliverables, timeline, and resource needs of complex, multi-stakeholder projects.
- Experience applying results-based accountability tools.
- Demonstrated ability to facilitate diverse groups of stakeholders to achieve a common outcome.
- Excellent oral and written communication skills. Must be an effective and open communicator with multiple audiences, including residents, community-based organizations, all levels of government, philanthropic foundations, researchers and educators, health professionals and service providers.
- Advanced problem-solving skills to work through and resolve key challenges.
- Self-motivation, entrepreneurial spirit, and the ability to take initiative and work with limited supervision.

#### APPLICATION PROCESS

Interested candidates should submit a cover letter detailing the applicant's fit with the position's requirements with salary requirements, and a résumé. Salary will be commensurate with experience and includes a generous benefits package.

---

#### **10. DIRECTOR OF COMMUNITY ENGAGEMENT & ORGANIZING-** Dolores Street Community Services (San Francisco)

Reports to: Executive Director

#### **Position Summary:**

Dolores Street Community Services, a progressive social justice organization dedicated to promoting a just and inclusive society, is seeking a Director of Community Engagement and Organizing. DSCS is in its 39th year of operation with almost 150 employees and a budget of \$14.5 million dollars. This position at the organization offers a unique opportunity for a talented, values-driven leader looking to make an impact at the intersection of immigrant, worker, and tenants movements. We are looking for a motivated and talented individual who is able to function at both a strategic and operational level, to design and implement political education to guide the organization's vision, to develop strategic relationships, and lead leadership development and engagement of community participants in campaigns and advocacy efforts. The ideal candidate will be able to inspire a diverse team of 15 staff across several program areas and program collaboratives and manage tactical implementation of annual service provision with long-term strategic goals.

The Director of Community Engagement and Organizing supervises and oversees four programs: a job placement and labor rights program, a tenants and homeless rights collaborative, and an immigrant outreach and education collaborative. These programs are diverse, and their respective program directors and managers oversee a variety of work areas including: workforce development; job placement; worker, immigrant, and tenants rights education and advocacy; budget and contract management; management of collaborations and partnerships; street and digital outreach; and community organizing.

The successful applicant for this position will be comfortable handling a variety of tasks and overseeing a broad diversity of work areas' a self-directed, values driven individual with extensive experience in program management, budget development and monitoring, program development, and staff supervision, and ideally familiarity with the operations and requirements of affordable housing programs. This position will supervise six direct reports, which includes an Associate Director who will partner in overall program oversight and directly supervise SFLEN & SFRRN collaborations and ensure internal alignment between external coalition work and internal operations & strategy.

Duties and Responsibilities:

#### *Programmatic*

Provide oversight for the major program areas including budget and contract management, and managing collaborations and partnerships

Will chair the budget advocacy ad-hoc committee for the organization, including participation in the Budget Justice Coalition and leading community engagement during the City's budget development process.

Ensure the integration of current campaigns and mobilizations with the organization's political education and leadership development work; co-chair the agency's Public Policy and Organizing Committee with the Deputy Director

Lead annual process to identify and prioritize campaigns for the organization, including analysis of upcoming electoral campaigns that affect the organization's base communities  
Develop overall departmental strategic vision that reflects programmatic needs and aligns with agency's strategic framework and overall mission  
Leading and supporting program managers to develop strategic program-specific goals and timelines; as necessary, support program managers with implementation of plans  
Hire, train, and supervise the program directors/managers of each program area, including conducting annual performance evaluations, ensuring training needs and requirements are met, and partnering with HR on an as-needed basis to address staff performance issues  
Represent, or ensure representation of Community Engagement & Organizing Programs in relevant coalitions, policy discussions, city and community hearings and advocacy opportunities  
Develop and implement strategies that will maximize synergy among all Community Engagement & Organizing programs and other agency departments  
Collaborate with HR to implement a system and practices to evaluate the skill, experience, and professional development needs of all Community Engagement & Organizing staff  
As necessary, develop objective performance measurements across all sites to assess program quality  
Fulfill basic program director/manager duties when a position is vacant; support other staffing needs on an emergency basis, as needed

#### *Administrative and Fundraising*

Manage program contracts, including participating in contract negotiations, meeting reporting requirements, and ensuring compliance and adherence to all relevant policies and procedures  
Work with program directors/managers and finance staff to develop and monitor budgets  
Work with development staff to identify and seek additional funding for organizing work, including participation in gathering data for reports, grant writing, and identification of potential donors  
Foster strong relationships with Mission District-based non-profits and other entities, and City and other funders; act as a liaison between programs and funders  
Coordinate with Development staff on content for regular communication tools (i.e. social media/e-newsletters) to elevate DSCS's community engagement and organizing work  
Integrate the use of social media tools in organizing strategies and work with the Director of Development & Contract Management to develop messaging for media and to highlight key programmatic work

#### *Other Organizational Duties*

Participate on the agency's Strategic Leadership Team and other agency committees, as needed

Conduct business in accordance with the DSCS Employee Handbook, exercising sound judgment and serving the best interests of the agency and the community  
Work within the framework of the agency's mission, vision, values, theory of change, and organization's commitment to diversity, equity, and inclusion, restorative justice, trauma-informed work, and language justice.  
Commit yourself to treating each community member with respect and dignity  
Perform other duties as assigned

#### Qualifications and Experience Desired

Background in and passion for working with low-income and immigrant communities around issues of affordable housing, land use, and/or immigrant & worker rights; familiarity with these issues in the Mission District and San Francisco, highly desired.  
Bachelor's Degree (or higher) in related field (i.e. Social Work, Public Administration, etc.) or comparable work experience  
Five years' experience in a management position in organizing, budget advocacy, and/or leadership development in a non-profit setting; preference given to experience within the housing rights, immigrant rights, or labor rights movements  
Self-directed person who is able to work independently and manage time effectively  
Strong budgeting, expense monitoring, and contract management skills  
Ability to recruit, employ, train, supervise, and evaluate qualified staff; develop and foster teamwork; preferred demonstrated experience with coaching, conflict resolution, and non-defensive communication practices  
Commitment to relational leadership and management practices, preferred  
Excellent organizational skills and attention to detail  
Experience managing partnerships & collaborations  
Bilingual in spoken and written Spanish, required

<https://www.idealists.org/en/nonprofit-job/a6da63eba2e240d6a15db5024dfe79a0-director-of-community-engagement-organizing-dolores-street-community-services-san-francisco-san-francisco>

---

#### 11. Director of Community Engagement- Moveable Feasts Inc. (Baltimore MD)

## The Position

The Director of Community Engagement fosters the engagement of the compassionate community that works to achieve the mission and vision of Moveable Feast. The Director builds strong relationships with individuals, corporations and foundations that support Moveable Feast as donors, volunteers, sponsors and partners. The Director leads a team that is responsible for setting and meeting fundraising goals, hosting major fundraising events, communicating with stakeholders and engaging volunteers. The Director is a member of the leadership team and works collaboratively with all departments to maximize and strengthen the internal capacity of the organization to fulfill the mission.

The Director of Community Engagement is responsible for leading the efforts to raise individual, corporate, foundation and event revenue. This accounts for approximately 40-45% or \$1.5-2 million of the organization's annual budget in FY2021. The Director plays a leadership role in bringing community-centric principles to organizational fundraising and community engagement where all who engage in our mission are equally valued whether staff, client, volunteer, donor, board member or organizational champion.

## ESSENTIAL DUTIES & RESPONSIBILITIES

- Serves on the organizational Leadership Team that implements the strategic direction of the organization and collaborates across departments to achieve strategic priorities
- Ensures that community engagement is grounded in race, equity and social justice with an emphasis on the common good of the community
- Leads the Community Engagement team by setting goals, meeting regularly with the team and individual staff, and supporting staff development
- In coordination with the Executive Director and Development Committee, sets targets and creates the annual development plan and strategy to meet fundraising goals for individual, corporate, foundation and event revenue.
- Builds & maintains strong relationships with donors, professionals, community foundations, & supporters in order to secure financial support and maintain partnerships
- Identifies, cultivates, solicits and stewards potential and current major donors and maintains ongoing relationships
- Provides staff support to the Board Development Committee by meeting regularly with the Chair, scheduling meetings, preparing and sending out agendas and materials
- Tracks all foundation and grant proposal deadlines, writes grant proposals and ensures quality, timely submissions of all grant materials including grant reports.
- Provides support to the Community Engagement Manager to promote effective volunteer engagement within the organization and plan and execute major fundraising events
- Provides support and guidance to the Communications Manager on all external communications shared by the organization across its platforms including the creation of the Marketing & Communications Plan.



## EDUCATION & EXPERIENCE

- Bachelor's degree with at least five (5) years' in a managerial or leadership role in a nonprofit organization that serves under-represented or underserved populations. Experience can be substituted for education requirement.
- At least three (3) years' experience working in depth with a CRM database
- At least two (2) years' experience supervising staff
- Demonstrated ability to set and meet fundraising targets

## KNOWLEDGE, SKILLS, & ABILITIES

Commitment to the mission, vision and values of Moveable Feast; Commitment to Moveable Feast's Equity, Diversity and Inclusion principles and practices; Excellent customer service skills with an enthusiasm for engaging people in the mission of the organization; Skilled in word processing, spreadsheets, video conferencing, slide presentations, online calendar and email