

Job Title: Family & Community Services Manager (FCS)

Reports To: Executive Director

FLSA Status: Non-Exempt

Work Week: Minimum of 32 hours per week, Monday – Friday, occasional weekends

Wage: \$18 - \$24, based on experience

PRIMARY PURPOSE

This role is a professional “relationship builder” with community partners, and museum families. Strategically identifies and executes opportunities for Children’s Museum of Fond du Lac (CMFDL) to engage with community partners by supporting strategic objectives related to diversity, equity, access and inclusion. Collaborates with partnering nonprofits to collectively and efficiently identify needs of and provide support for children and families. Serves on the staff leadership team to ensure delivering of high-quality museum experiences and branding as **WHFF & P** (Welcoming, Helpful, Friendly, Fun & Proactive).

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

- Build relationships with and support community partners that also serve children and families to ensure collective impact and effective delivery of services without duplication.
- Plan, manage and implement surveys and feedback systems to identify greatest needs of children in FDL County and opportunities for CMFDL involvement to meet those needs alongside community partners.
- Identify and monitor measurable goals for providing services and support to children, families and education partners.
- Expand partnerships with children’s museums across the state of Wisconsin.
- Responds to and manages donation requests from partnering nonprofit organizations.
- Works with community partners and CMFDL’s membership manager to identify children that are not being served by museum programs and develops outreach strategies and mechanisms to ensure access to museum programs.
- Capture, analyze and report metrics of museum utilization in partnership with CMFDL staff to ensure progress towards organization strategic objectives.
- Work closely with all CMFDL staff to plan and promote museum offerings.
- Guide daily decisions on exhibit and facility maintenance and communicate all maintenance concerns to the Executive Director or other appropriate staff.
- Supports 4 main functional areas: programs and services (80%), fundraising (5%) and general (10%), membership development (5%).

SUPERVISORY RESPONSIBILITIES

The Family & Community Services Manager will work with CMFDL management staff to ensure appropriate coordination of associate staff members, volunteers, vendors and contractors who assist in providing daily museum services.

QUALIFICATIONS

- Demonstrates a high level of management skills.
- Proven ability to communicate both orally and in writing.
- Experience with and ability to meet deadlines.
- Ability to multitask, perform many projects at once.
- Ability to relate well to people of all ages and backgrounds.
- Ability to work successfully as a team player.
- Ability to be self-motivated and to work independently or in a team environment.

EDUCATION and/or EXPERIENCE

- Experience working with children and adults.
- Prior customer service or nonprofit leadership preferred.
- Associates degree (Business, Information Technology or Leadership and Organizational Development) or Bachelor's degree (Leadership, Business or Human Services) preferred.
- Proficiency with MS Office programs and cloud applications required.

QUALIFICATIONS & OTHER REQUIREMENTS

- Valid driver's license
- Ability to pass a pre-employment physical and background check.
- Weekend work is occasionally required.

PHYSICAL DEMANDS

The employee is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must be able to lift and/or move up to 40 pounds unassisted. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT & CULTURE

The FCS must be willing and able to work a flex schedule to meet the demands of the position. The FCS will uphold CMFDL's core values and support culture.

SUPPORT STRUCTURE

The FCS is an integral part of the staff leadership team of the organization model. On an annual basis (or more often if needed), the FCS will review goals and progress with the Executive Director/CEO and outline action plans needed to support the FCS's professional development as well as the museum's growth and development.