

Job Title: Family and Community Engagement (FCE) Manager

Reports To: Executive Director

FLSA Status: Exempt

Work Week: Flexible hours, 32-40 per week

Salary: \$37,000 - \$44,000 (negotiable based on experience) plus retirement benefits

PRIMARY PURPOSE

The FCE is an external relations role focused on managing and developing membership programs, community partnerships and growth opportunities aimed at promoting play as a necessary component of childhood development. The FCE collaborates with families and partnering organizations to identify needs of and provide support for all children meaningfully in line with diversity, equity, access and inclusion initiatives. The FCE serves on the staff leadership team to ensure delivering of high-quality museum experiences and branding as WHFFP&S (Welcoming, Helpful, Friendly, Fun, Proactive and Safe).

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

- Leads efforts to drive attendance and membership while engaging parents, caregivers and community partners in the power of play.
- Build relationships with and support community partners that also serve children and families to ensure collective impact and effective delivery of services.
- 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.
- Identifies and assists with submission of federal, state, corporate and private grants and fund development opportunities and awards, as applicable
- 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 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 to ensure progress towards organization strategic objectives and compliance with grant funding
- Work closely with all CMFDL staff to plan and promote museum offerings.
- Manage progress on exhibit and facility maintenance and participate in discussions in support of exhibit and facility development
- Supports 4 main functional areas: programs and services (50%), fundraising (15%) and general (10%), membership development (25%).

SUPERVISORY RESPONSIBILITIES

While no direct reports, the Family & Community Engagement Manager will work with CMFDL leadership staff to ensure appropriate coordination of associate and supervisor staff members, interns, volunteers, vendors and contractors who assist in providing daily museum services.

QUALIFICATIONS

- Excellent problem solving, organizational, and logistic coordination skills.
- Demonstrates a high level of project 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

- Grant writing and reporting experience preferred
- Prior customer service, client management or nonprofit leadership preferred.
- Associates degree (Business, Information Technology or Leadership and Organizational Development) or Bachelor's degree (Leadership, Business or Human Services) preferred.
- Comfort learning new technology and 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

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT & CULTURE

The FCE Manager must be willing and able to work a flex schedule to meet the demands of the position. The FCE manager will uphold CMFDL's core values and support culture. The ability to periodically work remotely may be available.

SUPPORT STRUCTURE

The FCE Manager is an integral part of the staff leadership team and will work in partnership to support the development of the children CMFDL serves, as well as one another. The FCE Manager will set goals with the Executive Director/CEO, based on strategic objectives. The FCE Manager will be supported by the Executive Director and other leadership staff to manage progress towards professional development and organizational goals.