

The Smithsonian Early Enrichment Center (SEEC) is a school for children aged 2 months – 6 years located on the Smithsonian campus in Washington, DC. In addition to a full-time school, SEEC also provides part-time and weekend programming as well as professional development for educators.

We are currently seeking an individual to fulfill the role of Program Coordinator. This individual will be responsible for overseeing the logistics of SEEC's public programs including, weekend workshops, birthday parties, and professional development while also supporting the full-time school by booking visits and maintaining our lending library. The position is housed in SEEC's Office of Engagement (OE) and reports to the Director of the Office of Engagement.

The position will include on-site management of weekend programs, ensuring they are properly prepared and running smoothly. Occasionally, the Coordinator will teach classes and thus, should have experience working with young children. The Coordinator will provide SEEC's community with outstanding customer service through strong communication and knowledge of SEEC's e-ticketing system. They will work with OE team members to plan and advertise programs on our website, e-calendars, and other online outlets. They will also be responsible for overseeing communication with staff at the Natural History and American History Museums regarding SEEC's programs and troubleshooting any logistical issues that may occur. The Program Coordinator will work with other OE team members to nurture relationships amongst the weekend faculty and to support their professional growth.

The incumbent will also support SEEC's professional development efforts by managing educator events on our ticketing system and completing administrative tasks related to program implementation. Finally, they will also work our full-time faculty to assist in scheduling special visits for classes and assisting the OE team with the upkeep of our lending book and object libraries.

A successful candidate will be detailed-oriented, a creative problem-solver, flexible, and enjoy interacting with people.

## **Schedule:**

Tuesday – Saturday

\*during holiday weekends, the schedule can be adjusted.

## **Requirements**

- Knowledge of working with both children and adults in a museum environment.
- Knowledge of early childhood learning theories & museum education practice.
- Excellent organizational, written and verbal communication.
- Ability to take direction and work in a flexible team environment.
- Detail oriented.
- Ability to work independently while considering the needs of the team and organization.
- Positive attitude and calm approach.
- Ability to work on ticketing platforms, social media sites, and Microsoft Office
- Ability to lift 30lbs

## **Responsibilities**

### Program Support

- Prepare materials for all family workshops (FWS) and SEEC's part-time program, Smithsonian Early Explorers (SEE).
- Prepare materials for educator programs.
- Substitute for faculty when needed.
- Maintain stats for PD and FWS programs.
- Order supplies for OE team.
- Support SEE enrollment.
- Communicate with faculty, security, facilities, and visitor services regarding FWS and educator programs.
- Assist in the training and hiring of new faculty.

### Customer Service

- Learn how to manage E-tix ticketing system in a streamlined and efficient manner.
- Respond to customer emails, calls.
- Update policies to ensure accuracy and efficiency.
- Plan birthday parties.
- Support execution of educator programs.

## Marketing

- Build monthly and annual schedules.
- List programs on website, e-calendars, and other marketing outlets.
- Maintain relationships with marketing partners.
- Organize SEE paperwork and follow-up with families regarding administrative matters.

## School Support

- Occasionally step into a classroom for faculty in a support capacity.
- Help plan special trips for SEEC classes.
- Help schedule orientation for new employees with OE team.
- Help maintain SEEC's lending library.

**Please submit your resume and cover letter to [rasoc@si.edu](mailto:rasoc@si.edu) Friday, January 24<sup>th</sup>.**

**Salary Range: \$38,000 - \$40,000**