

Docents & Tours Coordinator

Reports to:	Director of Learning & Public Programming
Department:	Education/Curatorial
Classification:	Full-time, Exempt
Salary & benefits:	\$40,000/year with medical, dental, vision benefits
Schedule:	Monday–Friday, with some evenings and weekends
Start date:	April 2020

BELLEVUE ARTS MUSEUM MISSION

Bellevue Arts Museum provides a public forum for the community to contemplate, appreciate, and discuss visual culture. We work with audiences, artists, makers, and designers to understand our shared experience of the world.

SCOPE OF POSITION

Bellevue Arts Museum seeks a Docents & Tours Coordinator to join our Education team in the spring of 2020. This position will act as the primary staff liaison to our experienced, enthusiastic, and dedicated group of docents. The Docents & Tours Coordinator will work collaboratively with the Director of Learning & Public Programming and Docent Leadership to establish goals, policies, and vision for the Docent Program. This person will also coordinate the daily activities of the docents (including meetings & trainings), as well as all aspects of docent-led tours for ages pre-K to adult. This position requires a person who is a strong and empathetic communicator, and an enthusiastic museum educator.

DUTIES

Leadership & Planning

- Act as primary staff liaison to BAM's robust Docent Program—an active group of about 80-100 volunteers who conduct tours and interact with visitors in the galleries on daily basis.
- Establish and maintain positive, two-way communication with the docents—individually and collectively—to build their connection to the Museum and its educational programs, and to enhance their understanding of Museum educational goals and outcomes.
- Work cooperatively with Director of Learning & Public Programming, Docent Leadership & Council, and Docent Committees to set policies, goals, structure, and vision for the docent program; including our comprehensive Provisional Docent Training Program.
- Assess current program to identify areas for growth, and create a plan to increase the capacity and training of docents in those areas.
- Work cooperatively with Director of Learning & Public Programming to establish yearly goals and objectives for touring programs and docent trainings.

Docent Program Coordination

- In cooperation with Provisional Docent Training Committee, create goals, curriculum, and training schedule for incoming docents.
- Supervise trainings and teach units on various topics regarding the Museum and best practices in museum education and touring.
- Oversee recruitment and marketing of docent program; including info sessions and interviews for incoming docent candidates.
- Manage all docent activities on the museum calendar, and coordinate with facilities and security regarding room set-up, A/V, and other needs.
- Work collaboratively with Curatorial Team to compile research and resources for all BAM exhibitions.

Tours Program Coordination

- Coordinate all aspects of docent-led tours for ages pre-K to adult; including processing reservation requests, communicating with and scheduling docents, and facilitating group check-in and payment.
- Maintain tours calendar, and communicate effectively with other BAM departments about tour needs to create a smooth tour experience for visitors.
- Consistently evaluate and collect data on tours, using this to inform docent training and department planning.
- Lead project to assess and refine school tours processes, training, and approaches; including curriculum development and docent trainings.
- As needed, create and teach art projects related to BAM exhibitions to school tour groups.
- Work collaboratively with Marketing Team to create plan for tours marketing with the goal to increase both school and adult tours in 2020.

Other Duties

- Work with Education Coordinator and Docent Committee(s) for the planning and training of BAM's Teen Docent Program.
- Act as key member of Education Department team to implement overall department goals, programs, and strategy.
- Support other team members in execution of all programs as needed.

SKILLS, KNOWLEDGE, AND ABILITIES

Required

- Knowledge of and enthusiasm for museum education theory and best practices.
- Excellent public speaking, communication, and interpersonal skills; emphasizing tact, diplomacy, and empathy.
- Time management and organization skills, with the ability to balance many projects and priorities at once.
- Ability to work collaboratively as part of team, with an open, positive, and learning-focused attitude.
- Ability to work evenings and weekends as program schedule requires.

Desired

- Experience managing volunteers, volunteer training, and museum programs strongly preferred.
- Teaching and curriculum development experience, with a focus on participatory and inquiry-based learning experiences.

QUALIFICATIONS

- Bachelor's or Master's degree (or equivalent work experience) in art history, museum education, art education or related field.
- Two or more years of experience coordinating or teaching programs in museums or other informal educational settings.
- Computer literacy to use the museum's content management system, Microsoft Office, and electronic archival systems.
- Physical ability to perform essential functions of the job.
- Successful clearance of criminal conviction record check.

TO APPLY

Email PDFs of résumé and cover letter to **Julia Miller, Director of Learning & Public Programming** at hr@bellevuearts.org. No phone calls please.

Bellevue Arts Museum is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.