Position Description

Community Engagement Manager

Organization

The Museum of Contemporary Art Detroit (MOCAD) presents exhibitions and programs that explore the best of contemporary art, connecting Detroit and the global art world. MOCAD is focused on art as a means to nurture social change and human understanding, reflecting our community. We encourage innovative experimentation by artists, musicians, makers, cultural producers and scholars to enrich all who participate and to educate visitors of all ages in the power of art. Whether from Detroit, or around the world, we welcome creative voices who can guide us to an equitable and inclusive future. We believe that art can change us, and it’s our responsibility to hold a space where challenge, acceptance, hope and beauty can coincide. MOCAD is an Equal Opportunity Employer.

Classification

Status: Full time, Exempt.

Schedule

Tuesday-Saturday; some evening and weekend hours as needed. Schedules are staggered at present due to pandemic safety guidelines. When it is safe to resume public programs, this role may require some adjustment to cover programs on evenings and weekends as needed.

Supervisor

Susanne Feld Hilberry Senior Curator

Direct Reports

Community Engagement Coordinator

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 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 Waawiiyaaataanong Arts Council in the implementation of opportunities that center the work of indigenous persons and communities.
• Manage outreach to 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 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.
• Must be able to lift 35 lbs.

To apply for this role, please email your resume and cover letter as a PDF to jobs@mocadetroit.org. Unfortunately, we are unable to respond to inquiries about hiring or this position.