

Job status:	Full Time, salaried
Position reports to:	Executive Director
Senior staff:	Executive Director, Director of Development, Director of Operations
Work week:	Monday-Friday, some nights, weekends, and special events required
Work location:	Hybrid, on-site as needed

## Position Summary

This is a truly unique opportunity to help build the experience of a lifetime for the children and families of our community. As a member of the senior staff, the Director of Guest Experience is responsible for the creation and oversight of all aspects of kidSTREAM's educational and exhibit programming. This includes the development of the educational programs portfolio and execution of the museum's exhibit masterplan. The Director of Guest Experience leads the creation, implementation, and evaluation of the museum's guest experience. The Director of Guest Experience works closely with the Director of Development, the Director of Operations, and the Executive Director to ensure that the museum meets its programmatic and revenue goals.

## Responsibilities & Duties

### Educational and Exhibit Development (60%)

- Lead the successful implementation of the museum's exhibit masterplan adhering to the timeline and budget.
- Over time, build, recruit, support, and retain a professional education and exhibits staff.
- Work with the Development team on education and exhibit experiences that align with corporate, foundation, and individual investor passions as they support the museum's mission, values, and equity efforts.
- Lead the creation and collaboration of the guest experience events calendar and execute the plan. Establish departmental best practices. Provide a healthy, inquisitive work environment where employees are respected and valued, institutional life-long learning is achieved.
- Provide performance feedback and opportunities for professional development.
- Work closely with the senior staff to diversify earned and contributed revenue streams for the museum.
- Employing expert communication skills, act as a main advocate of the organization to increase awareness and understanding of kidSTREAM's mission, vision, and commitment to the community.
- Work with the Development team to manage current grants, corporate, and individual investor commitments.
- Analyze and evaluate education and exhibit effectiveness and evolve approaches, as needed, to achieve goals.
- Assist with the development and maintenance the museum's earned income budget.

### Leadership (40%)

- Identify opportunities and initiatives that advance organizational goals.
- Maintain advanced knowledge of early childhood education and exhibit best practices to leverage the organization's strategic plan.
- Be an active participant in Board of Directors meetings, regularly reporting on our guest experience goals. Serve on and manage the museum's Science Advisory Board Committee.
- Remain informed of industry trends through seminars, reading materials, and relationships with leaders in the field. Evolve accordingly.
- Participate and represent the organization in community groups.
- Assist the Executive Director as needed to act as a public relations spokesperson for the organization, crafting or supporting public statements when appropriate, and assisting with crises.
- Perform other related duties as assigned

## Experience and Qualifications

- Bachelor's degree in education or related museum field, Master's degree preferred
- Five years' experience in hands-on museum setting preferred
- Bilingual Spanish applicants preferred
- Proficiency in Microsoft Office platform
- Experience working in a museum environment required
- Experience working with a fun and dynamic team required
- Evaluation experience required

- Ability to use expert written and verbal communication effectively with a wide variety of individuals including parents, caregivers, children, volunteers, and donors
- Approachable, outgoing, and poised personality
- Detail oriented and extremely reliable
- Ability to maintain current driver's license required
- Ability to remain in a stationary position for extended periods of time, work outdoors, move from ground to above shoulder, ascend/descend stairs, position self to bend, stoop, sit, push, and pull
- To serve the best interest of museum patrons, kidSTREAM will conduct a criminal background check on all prospective employees

**Other Relevant Information**

- kidSTREAM's mission is to provide an engaging environment where kids explore, play, and discover.
- kidSTREAM's vision is to inspire and empower kids to become critical thinkers, innovators, and life-long learners.
- Our values include children, family, play, learning, community, diversity equity access and inclusion, and sustainability.
- kidSTREAM is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, national origin, veteran status, disability, sexual orientation/gender identity, or any other characteristic protected by applicable law.

**To apply, please follow the steps below:**

1. Write a letter of interest addressed to the Executive Director of kidSTREAM
2. Provide your resume or curriculum vitae
3. Submit a one-paragraph writing sample indicating which of the following is your favorite and why: Science, Technology, Reading, Engineering, Arts, or Math (STREAM)
4. Send the application packet to Michael Shanklin at kidSTREAM Children's Museum, 3100 E. Ponderosa Drive, Camarillo, CA 93010 or [michael.shanklin@kidstream.org](mailto:michael.shanklin@kidstream.org)
5. Feel free to email questions but please no phone calls