

Director of Experiences



Minnesota
Children's
Museum

Minnesota Children's Museum's [mission](#) is sparking children's learning through play. We believe that [diversity, equity, and inclusion is integral](#) to fulfilling our mission. As a community resource for thousands of families, Minnesota Children's Museum is dedicated to providing children with a fun, hands-on and stimulating environment to explore and discover.

The Director of Experiences is responsible for directing the development and delivery of dynamic visitor experiences for the museum. The position oversees exhibit and program development, experience evaluation and visitor input in shaping the museum experience. This position is part of the museum's leadership team and contributes to the overall direction of the museum, ensuring strategic alignment of our experiences and programs to the museum's mission, goals and values.

This position directly supervises the Exhibit Production Manager, Senior Designer, and the Experience Development Manager. This position indirectly supervises a variety of full-time and part-time positions that include experience developers, exhibit designer, exhibit graphic designer, prop and shop staff, and program staff.

Key internal collaborators within the division include the Visitor Services Manager, Facilities Manager, and Traveling Exhibits Manager. More information about MCM org structure and other working relationships will be shared during the selection process.

This is a hybrid eligible position. You are expected to be on-site as needed, at least three days per week. Occasional weekend or evening hours required to support special programs or projects. Initial months will require more on-site days to facilitate successful onboarding. Regular schedule is Monday – Friday.

Reports to: Vice President of Museum Experience

Annual Salary: \$96,000 per year

ESSENTIAL FUNCTIONS

Lead the experience development, design, and fabrication departments:

- Work collaboratively with VP to define, monitor, report on and execute the strategy, goals and objectives aligned with the museum's strategic plan for the department.
- As a member of the leadership team, instill a positive workplace culture, organization-wide, that upholds the Museum's values.
- Coach and motivate direct reports to deliver annual goals and objectives, setting and monitoring clear individual performance metrics, providing ongoing feedback and redirection when needed.
- Mentor and develop team, providing opportunities for training and professional development.
- Play an active role in cross-organizational work to move the Museum closer to its goals, collaborating across departments and levels.
- Ensure consistent, timely and effective communication of department initiatives within the department and across the museum.



Oversee museum experience, including permanent exhibits, temporary exhibits, and programming:

- Develop and manage rolling, multi-year experience plan that delights visitors and aligns with museum goals.
- Align development/design and fabrication schedules to maximize resources and visitor impact.
- Ensure all experiences align with educational, experience and safety expectations, including incorporation of visitor feedback and diverse perspectives in the experience development process.
- Oversee development, design and fabrication to ensure projects meet timeline and quality expectations.
- Provide direction for public programs, aligning strategy to overall experience plan.
- Develop, oversee and forecast multiple department and project budgets, managing to minimal variance. Ensure the department is following expectations for grant-funded work.
- Develop and update long-range capital plan to replace and upgrade exhibits.
- Partner with the development department to support opportunities for grants and sponsorships.

Manage a culture of visitor focus and continuous improvement:

- Routinely review museum experiences and visitor feedback, identifying and creatively addressing opportunities for improvement.
- Ensure evaluation of museum experiences in meeting intended outcomes.
- Lead efforts to ensure experiences are well-maintained and safe, and that documentation of routine practices are in place for these efforts.
- Lead the museum's Visitor Experience Evaluation program, manage the process for garnering visitor feedback and communication of findings.

Research shows that women and underrepresented groups apply only if they meet 100% of the requirements outlined in the posting. One of the museum's priorities is producing equitable outcomes when it comes to the workplace. We encourage women, black, indigenous, people of color, those in the LGBTQ+ communities, and Veterans to apply even if you do not check all the boxes.

MINIMUM QUALIFICATIONS (please highlight the following in resume or cover letter)

- Minimum of 10 years of formal education, training or progressive work experience in museums, attractions, theater, or other experience-based disciplines.
- Minimum of 8 years managerial experience leading people and teams.
- Proven success in developing and implementing new products/initiatives.

PREFERRED QUALIFICATIONS

- Experience leading other people leaders and/or teams of different disciplines.
- Demonstrated work around developing self towards an intercultural mindset and an inclusive leader.
- Knowledge of early childhood learning and informal learning environments.
- Experience with customer evaluation and data collection processes.
- Experience with exhibit development, design, or fabrication.

IDEAL CANDIDATE COMPETENCIES

- Ability to lead people, building cohesive teams, coaching and developing staff, and empowering managers to own their functional areas; ultimately creating an inclusive and equitable work environment.
- Ability to think strategically, taking the long-term view, evaluating alignment, identifying opportunities, and taking into account the wider operating environment.
- Demonstrated organizational leadership skills in creating a clear vision for staff, championing the implementation of strategy, taking responsibility for major decisions and marshaling resources.



- Demonstrated initiative in setting high standards and identifying ways to improve processes.
- Demonstrated project management skills with proven ability to undertake complex scoping, planning and overseeing leaders with deep project management responsibilities.
- Demonstrated skill in complex budget management; prior experience in managing grant-funded projects a plus.
- Strong collaboration skills with ability to ladder up to shared goals and form productive relationships.
- Strong customer-first orientation, with ability to align efforts and resources to best meet visitor needs.
- Strong conceptual thinking skills with ability to identify new opportunities and develop novel solutions.

SELECTION PROCESS

- The on-site interviews will give candidates the opportunity to see both the mission in action and our workplace environment.
- Screening by Talent Resources (will be a phone interview or written questions).
- In-person interview with VP of Museum Experience and museum team members. (90 minutes - interview and tour).
- Second round in person interview with VP of Museum Experience and museum stakeholders; will include an exercise to be prepared by candidate.
- Interview questions will be provided prior to each round for candidates to prepare as you wish.

BENEFITS

- Individual Coverage Health Reimbursement Arrangement (ICHR) for Health Insurance
- Employer paid: Basic Life Insurance, Basic Accidental Death & Dismemberment Insurance, Long Term Disability
- Dental and Vision Insurance
- 403B and Roth Retirement savings plans with employer match
- Pre-tax options for: health spending, dependent care, and transportation
- PTO & Floating Holidays
- Paid Parental Leave
- Free family admission to museum

ABOUT MCM

Located in downtown St. Paul, MN, MCM employs 55 full-time and 55 part-time employees and engages variety of volunteers and interns. At MCM, our workplace values that guide how we work together are: Play, Include, Grow, Serve, and Strive.

We are dedicated to growing a diverse and culturally competent team of highly engaged staff and volunteers to reflect and equitably serve the vibrant community around us. We embrace differences in age, ability, color, ethnicity, gender identity and/or expression, national origin, race, religion, and sexual orientation. We strongly encourage the application of individuals from diverse backgrounds, including but not limited to: Black, Indigenous, and people of color; immigrants and refugees; LBGTQIA individuals; people with disabilities; religious minorities; and the elderly.

MCM'S COVID SAFE PLAN

The Minnesota Children's Museum is committed to providing a safe and healthy workplace for all of our employees and volunteers. We have developed the SAFE Plan in response to the COVID-19 pandemic. Every leader, manager, employee and volunteer are responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplace, and that requires full cooperation.



The museum believes COVID vaccinations are a vital tool in protecting yourself and others. We do not mandate a vaccination at this time and encourage our staff to take preventative steps to slow the spread of COVID by staying home when you are sick, testing when sick or exposed, and masking when sick or exposed.

Minnesota Children's Museum is an Equal Opportunity Employer committed to a culturally diverse work environment.

To apply please visit mcm.org/jobs and attach a resume and cover letter to your application.

