



Job Description: Discovery Leader Supervisor
Reports To: Discovery Leader Manager
Status: Open
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Approved By: Lisa Ewell, Director of HR
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About The DoSeum (www.TheDoSeum.org)

The DoSeum is San Antonio's only museum exclusively devoted to children under the age of 11. As the city's premier resource for early learners, their caregivers, and their educators, we develop innovative thinkers capable of meeting the challenges of the 21st century. The DoSeum is engaged in work designed to promote constructivist, inquiry-based learning related to STEM, the arts, and early literacy. Our mission is to grow minds, connect families, and transform communities through joyful learning and discovery.

JOB SUMMARY

The DoSeum is seeking a mission-focused, results-driven, and collaborative individual who will assist in the management of the museum's Discovery Leader program facilitation team. Reporting to the Discovery Leader Manager, the Discovery Leader Supervisor is responsible for ensuring that all Discovery Leaders are consistently present and engaged in their assigned galleries or programs. Key to this responsibility is ensuring that Discovery Leaders are executing programs accordingly and that they take necessary breaks.

The Discovery Leader Supervisor will maintain a schedule that consistently includes both Saturday and Sundays. The part-time position will require an understanding of the educational goals of programming in order to fully support Discovery Leader staff. S/He must model exceptional customer service and guest engagement and assist or lead in various trainings of staff/volunteers.

As a key member of the Education team, the successful candidate will help ensure that The DoSeum serves as an essential educational resource in the San Antonio community, while establishing the institution as a nationally recognized leader in informal education.

ESSENTIAL RESPONSIBILITIES

- With Discovery Leader Manager, assist in the supervision and support of Discovery Leader team on and off the museum floor.
- Serves as the primary, on-site point-of-contact for Discovery Leader staff for weekend shifts.
- Conduct regular (minimum hourly) walkthroughs of the museum floor to ensure that assigned Discovery Leaders are supported in their scheduled tasks.
- Work closely with Discovery Leader Manager to make necessary adjustments to Discovery Leader scheduling and programming needs.
- Assist with Discovery Leader training.
- Enforce expectations of the Discovery Leader position, including but not limited to: dress code, tardiness, appropriate behavior in the workplace, projects and gallery coverage.
- Support The DoSeum's Program Assistant staff during weekend programming.
- Maintain records of tardiness and corrective actions.
- With Discovery Leader and DoSeum team, ensure joyful learning experiences for all DoSeum Guests.

OTHER FUNCTIONS AND ATTRIBUTES

- Project a positive attitude toward the organization and co-workers. Model and ensure that actions, appearance, attitude, and attendance are at a level suitable for the organization.

- Serve as a positive and dynamic team player and leader—outwardly and obviously friendly—to foster intra- and interdepartmental work and relationships.
- Stay current with DoSeum programming and organizational initiatives.
- Exceptional guest relations skills.
- Facilitate programming as needed.
- Travel locally as needed.
- Perform additional duties as required or requested.

MINIMUM QUALIFICATIONS

- High school diploma or G.E.D.
- Exceptional communication skills (written and verbal) and ability to build and sustain relational trust quickly.
- Record of progressively responsible experience with two to three years of experience in guest experience in a similarly complex environment preferred.
- Solid leadership abilities with at least one year of demonstrable supervisory skills including effective delegation and assuring accountability preferred
- Able to work in fast-paced environment, anticipating needs & changing dynamics, and managing accordingly
- Fluent in Spanish, including the ability to read, write, and communicate desirable but not required.
- Valid driver's license and reliable vehicle available for local travel.
- Ability to work weekends required.
- Or equivalent combination of education and experience.

KNOWLEDGE, SKILLS, and ABILITIES

To perform the job successfully, an individual should demonstrate the following:

- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Attention to Detail & Adaptability** – Self-motivated and manages competing demands; Strives to improve or meet a standard of excellence; Able to deal with frequent change, delays, or unexpected events; Asks for and offers help when needed; Ability to work in a complex organization, working with all museum team members while demonstrating flexibility and willingness to negotiate and compromise; Flawless attention to detail.
- **Analytical, Problem Solving, & Organizational Skills** – Gathers and analyzes information skillfully and can efficiently execute on multiple priorities/plans/ideas; Ability to meet critical objectives while considering the impact of those decisions and activities on the ability to achieve long-term goals.
- **Verbal & Written Communication; Interpersonal Skills** – Strong writing and editing skills; Strong listening skills; Keeps emotions under control, remaining calm and focused.
- **Ethics & Judgment** – Treats people with fairness and respect; Tactfully approaches others, works with integrity, and exhibits sound judgment; Ability to make constructive and respectful choices about personal behavior and social interactions based on consideration of ethical standards, safety concerns, social norms, the realistic evaluation of consequences of various actions, and the well-being of self and others; Upholds and demonstrates DoSeum values.



PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Flexible working hours; requires working weekends, as well as some holidays and evenings.
- Variable exposure to noise, weather, and elements.
- Constant working with the public and employees.
- Ability to lift up to 25 lbs.

APPLICATION PROCEDURE

Submit resume, the names of three references and cover letter indicating interest and qualifications to hr@thedoseum.org. Please reference "Position: Discovery Leader Supervisor" in the subject line.

The above statements are intended to describe the general nature of work performed by the Discovery Leader Supervisor. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position, which can be revised in real-time at the discretion of the VP of Education. The DoSeum is an equal opportunity employer.