

## **Education Programs Coordinator, Education Department, Full Time**

### **MoSH**

Located in Memphis, TN, MoSH (the Museum of Science and History; the Museum) seeks to create a community of people who share a richer understanding of one another and the world around us. The Museum consists of the Pink Palace Museum, the Lichterman Nature Center, the Coon Creek Science Center, and other historical properties. We inspire discovery through collecting, preserving, and interpreting the cultural histories and natural sciences that shape our region.

Join our team as we embark on an exciting phase of executing our new vision. Our museum is committed to telling our story by:

- Advocating for Authenticity – Illuminate varying perspectives and uphold accurate interpretation, without glossing over tough ideas.
- Magnifying Belonging – Building active audiences through outreach, co-creation, and participatory inclusion.
- Embodying Holistic Stories – Incorporating context and presenting lesser-known stories to portray a complete, systemic picture of the region and its history.
- Constructing Intersections – Creating welcoming common spaces that encourage serendipitous and unstructured engagement and foster meaningful interactions between diverse groups of people.

### **Responsibilities**

The Education Programs Coordinator is a full-time member of the Education Department responsible for managing and coordinating all aspects of school and group field trip bookings. This position serves as the primary contact for teachers and school leaders, ensuring that every group's visit is well-organized, clearly communicated, and aligned with MoSH's educational goals. The coordinator plays a key role in connecting educators to MoSH's learning opportunities and supporting the department's goal of expanding access to high-quality, standards-based museum experiences.

### **Field Trip Coordination & Booking:**

- Manage all incoming school and group field trip inquiries, bookings, and confirmations through the ticketing system.
- Serve as the main point of contact for teachers and administrators, providing accurate information on pricing, available programs, and scheduling options.
- Ensure all bookings are documented, confirmed, and communicated with Education and Guest Services teams.
- Coordinate with internal departments to ensure staffing, resources, and exhibit spaces are prepared for scheduled groups.
- Track field trip participation, attendance data, and program selections for departmental reports.

**Teacher & School Communication:**

- Build and maintain positive relationships with teachers, schools, and district contacts.
- Guide teachers through the booking process, assisting with program selection, scheduling, and pre-visit preparation.
- Follow up with teachers after visits to gather feedback and encourage future engagement.

**Collaboration & Daily Operations:**

- Participate in departmental meetings and contribute to improving booking workflows and visitor communication.
- Provide administrative support for special education events, camps, and outreach programs as needed.
- Communicate changes or updates promptly to relevant departments.

**Administrative Duties:**

- Maintain organized digital and physical records of all school bookings, invoices, and correspondence.
- Assist in generating monthly reports, school attendance summaries, and revenue tracking for the Education Department.
- Monitor and respond to field trip inquiries through phone and email promptly and professionally.

**Education Team Support:**

- Provide logistical or administrative support during large field trip days, teacher workshops, or special events.
- Participate in program setup, cleanup, and occasional facilitation support as directed.

**Qualifications**

**Required:**

- Bachelor's degree (or equivalent experience) in Education, Communication, Business Administration, Museum Studies, or a related field.
- Experience in scheduling, coordination, or customer service—preferably within an educational, nonprofit, or museum setting.
- Strong organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Proficiency with database systems, spreadsheets, and digital communication tools.
- Ability to manage multiple priorities in a fast-paced environment.

**Preferred:**

- Familiarity with K–12 education systems and Tennessee academic standards.
- Experience using ProVenue or other ticketing/reservation systems.
- Knowledge of museum operations or informal learning environments.
- Comfort working collaboratively with cross-departmental teams.

**Schedule & Compensation**

- Full-time, on-site position located at the Museum of Science & History in Memphis, TN.
- Standard schedule is Monday–Friday.
- MoSH offers a competitive benefits package including health insurance, paid time off, and retirement contributions.

Applications will be accepted until the position is filled. MoSH values diversity throughout our museum. In order to tell authentic, holistic stories of our region's history, culture and science, MoSH strives to create a diverse workforce to support our collections, exhibits and programming. MoSH is an Equal Opportunity Employer.

Writing samples, a short presentation, and references may be required from finalists. Academic, credit, and criminal background checks will be conducted before a final offer is made.

More information about MoSH can be found on our website at [www.moshmemphis.com](http://www.moshmemphis.com).