POSITION OVERVIEW
The Director of Interpretive Programs is responsible for overseeing the management and growth of the 9/11 Memorial & Museum’s Interpretive programs, consisting of the Interpretive Guide Program (Interpretive Guides lead public tours in the Museum and on the Memorial) and the Docent Program (Volunteer Docents give short talks at artifacts). The position will be responsible for ensuring that both cohorts consistently provide Memorial and Museum visitors with an engaging educational experience.

The position will work closely with the Senior Vice President for Education & Public Programs and the Executive Vice President and Deputy Director of Museum Programs to advance long-range strategies and initiatives for both programs.

They are responsible for the management, operations, growth, and administrative functions of both programs, including revenue projections, reporting, and accountability for the tour program, the development of new programmatic offerings, hiring and training of new guides and docents, and overall oversight and assessment of both programs. This position manages a staff who helps supervise the respective programs.

This is a flexible position and may require occasional evening and weekend work.

ESSENTIAL FUNCTIONS

**Interpretive Guide Program**

- Oversee the daily management, revenue production, and long-term growth of the Interpretive Guide program.
- Develop and launch new tour offerings for Museum visitors, including specialized and premium tours.
- Manage the hiring and training of new Interpretive Guides, with support of the Manager of Interpretive Programs.
- Develop new trainings and enrichment opportunities for Interpretive Guides, as needed.
- Speak to and advocate for the program in internal, external, and board meetings.
- Work with other relevant staff to formalize systems, policies, and procedures for the Interpretive Guide program, including troubleshooting logistical issues.
- Supervise and provide feedback to supervisory staff in the Interpretive Guide Program.
• Ensure efficacy of all daily aspects of the program, including logistics, scheduling, and timesheets.
• Manage the evaluation and assessment program, with support of the Manager of Interpretive Programs
• Other duties as assigned.

Docent Program
• In partnership with the Manager of Interpretive Programs:
  • Oversee the recruitment, screening, and orientation of a diverse, quality docent corps.
  • Develop and implement a comprehensive training and assessment program for docents.
  • Work with other relevant staff to institute systems, policies, and procedures for the docent program.
  • Provide docents with effective and responsive support and supervision to ensure an enjoyable and rewarding experience.
  • Ensure that all content provided by and to docents is vetted for authenticity and accuracy.
  • Research, communicate, and/or coordinate educational and other benefit opportunities for docents.

VOLUNTEER REQUIREMENT
• Participates in the Annual 5K Fundraiser and September 11th Commemoration, as assigned.
• Assists with and support all 9/11 Memorial and Museum special projects and events, as assigned.

QUALIFICATIONS/SKILL REQUIREMENTS
• College degree or equivalent required.
• At least 5 years of experience coordinating museum interpretive programs.
• Knowledge of and experience with volunteer management concepts and best practices.
• Knowledge of museum engagement concepts and best practices.
• Strong supervisory skills: ability to work with close attention to detail and to maintain confidentiality
• Passion for achieving educational excellence and broad audience participation
• Ability to assess priorities and work well under pressure; excellent time management, problem solving, and analytical skills
• Excellent written and oral communication skills
• Demonstrated ability to work professionally, represent the Museum with a high level of integrity and professionalism, adhere to Museum policies and support management decisions in a positive, professional manner
• Working knowledge of Microsoft Office, Adobe Acrobat, Outlook calendaring, and relevant database software.
HOW TO APPLY

- Include position you are seeking in the email subject field.
- State the location where job posting was seen.
- Send resume and cover letter to 911memeducationjobs@911memorial.org

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for two-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices, and group conference rooms. The noise level in the office environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required.

- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.
- This document is a communication tool and not intended as a written or implied contract of employment.