

## **Zoo Education Manager – Community Engagement Cleveland Metroparks**

The Education Manager - Community Engagement oversees community engagement and education programs and initiatives. This work includes developing and implementing community engagement strategies, building relationships with community members, co-designing and implementing programs with community partners, coordinating community engagement programs and events and managing communication channels with community partners. Responsibilities include the management, support, development and evaluation of staff, managing program budgets and evaluating community engagement programs. The Zoo Education Manager - Community Engagement serves as an active member of the Education & Engagement Management team, helping to guide the direction of community engagement initiatives, identifying opportunities for future growth and development of community engagement efforts and making decisions effecting budget, staff and strategic planning.

### **Essential Functions:**

1. Effectively supervises assigned employees, including the following:
  - a. Interviews, selects and trains employees;
  - b. Coaches employees in proper job performance techniques and procedures;
  - c. Directs work of employees and sets/adjusts hours of work;
  - d. Maintains records on employee productivity and appraises employees' productivity and efficiency to recommend promotions or other changes in status;
  - e. Handles employee complaints and disciplines employees when necessary;
  - f. Apportions work among different employees;
  - g. Monitors or implements legal compliance measures;
  - h. Determines the type of materials, supplies, or tools to be used by employees and controls the flow and distribution of materials and supplies; and
  - i. Provides for the safety of employees and the property of Cleveland Metroparks.
2. Regular and predictable attendance is expected and required. All Cleveland Metroparks employees must be prepared to work flexible schedules, including evenings, weekends, and/or holidays as required.
3. Participates as an integral member of the Education and Engagement Leadership/Management team: Develops and directs policies, procedures, and best practices for the division; makes decisions for the division in the absence of the Director of Education and Engagement; and plans and evaluates division activities.
4. Participates in the development of Zoo and Education and Engagement strategic planning: Participates in long and short-term planning within Education and Engagement, the Zoo, and Park and ensures initiatives are compatible with division and Zoo goals; gathers and analyzes current research on formal and informal educational practices and formulates methods for incorporation in organizational programming; initiates research of current best practices in the fields of community engagement, interpretation and education; examines new exhibits, graphics plans and other strategic documents, and provides feedback to ensure Education and Engagement needs are represented in new initiatives.
5. Oversees budgets for community engagement work, education program initiatives and revenue programs: Analyzes revenue reports and handles appropriately to meet projections; reviews cost and benefit analyses and develops annual program operating and capital budgets; tracks program expenses and authorizes budget allocations based on program participation to meet projections; tracks restricted funds and grant-spending and redirects spending and advertisement, as needed; and formulates budgets for grant-funded program requests and manages associated spending.
6. Manages staffing for interpretation and education/community engagement programs. Supervises and reviews work program progress with all staff; directs staff on making program adjustments; develops new program ideas and delegates related work; creates, reviews, and approves team schedules; directs the hiring process for vacant positions; directs new staff training in position requirements and Zoo culture; mentors staff who desire growth within their position and profession; coaches staff who struggle to reach goals or exhibit other performance issues; writes annual staff performance reviews; and disciplines and redirects staff.
7. Acts as a leader in the field of community engagement, informal conservation education and interpretation: Participates in AZA related Committees; fosters staff participation in professional development programs in AZA, NAI or other educational related organizations and mediates sharing of information from such organizations; delivers presentations at local and national conferences.
8. Directs the development of new community engagement and education programs initiatives: Develops work based on future Zoo plans or initiatives; oversees the development of new logic models and cost and benefit analyses to ensure a fit within the scope of new programming; oversees the development of new program evaluations, implementation, and analyses; directs appropriate programmatic changes; oversees the creation of all program goals and content to assure appropriate messaging and targeted actions; coordinates work with outside vendors; and oversees the development, production and implementation of training manuals for staff and volunteers.
9. Keeps direct supervisor promptly informed of key/significant issues or concerns.

10. Carries out duties and responsibilities in a safe and efficient manner to maintain a safe work environment and surrounding area for oneself, co-workers and public. Responds to hazardous situations and/or potentially unsafe conditions by taking corrective action as capable and promptly notifying supervisory personnel.
11. Updates and enhances own knowledge by involvement in continuing education for professional growth (i.e., attends relevant conferences, seminars, in-service trainings, and certification programs)
12. Performs related duties as assigned or apparent.

**Qualifications:**

- Bachelor's Degree related to Animals, Wildlife, Environmental Education, Public and Community Service, Social Justice, Sociology, Citizenship and Civic Engagement or a related field required; supplemented by experience in a zoo, museum, aquarium, nature center or environmental or social justice oriented advocacy setting, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Ability to develop and maintain effective working relationships with others who have vested interests in projects including formal educators, employees, local residents, community service and providers and program or facility guests.
- Experience developing, evaluating, and managing programs involving conservation and/or the interdependence of human health, animal wellbeing and the environment.
- Ability to perform work with a high degree of accuracy and organization.
- Management skills and strong business acumen, including problem solving, vision, ability to manage multiple programs and meet deadlines, collaboration, leadership, decision making and ability to analyze diverse facts and develop clear and concise reports and recommendations.
- Familiarity working directly with diverse communities in advocacy and/or civic engagement; additional language skills such as bilingual or Spanish-speaking preferred.
- Ability to work cooperatively with others and with considerable independence and initiative.
- Proficiency in software programs including all Microsoft Office programs.
- Mature professional attitude and considerable discretion, including ability to manage confidential information.
- Must possess a valid driver's license under the laws of the State of Ohio.

**Salary:** \$56,717-\$70,896; (Internal equity considerations and the average salary of the peer range will be reviewed/considered before making a final offer)

**Work Schedule:** Varies, typically Sunday - Thursday

**Filing Deadline:** Open until filled

**To Apply:** Please visit our career site at [www.clevelandmetroparks.com](http://www.clevelandmetroparks.com) or copy and paste the following link into your web browser:

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