



COLUMBIA GORGE  
DISCOVERY CENTER & MUSEUM

*be present... in the past*

Crate's Point dba Columbia Gorge Discovery Center & Museum  
5000 Discovery Drive, The Dalles, OR 97058, (541) 296-8600

February 2024

**DEPARTMENT:** Administration  
**JOB TITLE:** Director, Learning & Visitor Engagement  
**REPORTS TO:** Executive Director  
**CLASSIFICATION:** Regular Full-Time  
**WAGE CLASSIFICATION:** Hourly

**JOB SUMMARY:**

Responsible for developing, implementing, evaluating, and supervising learning and engagement programs with the goal of enhancing public access, understanding, and interpretation of the cultural and natural history resources of the mid-Columbia region, including management of Gorge Explorers Outdoors (GEO) programs and staff, Raptor program staff, and volunteers. Responsible for working closely with the Executive Director in all duties related to museum management, including, but not limited to, budgeting and forecasting; human resource management; public relations; operational services; and providing business continuity in case of emergencies or unanticipated events.

**SPECIFIC DUTIES:**

1. Lead educational programs, including scheduling, planning, and implementing school group visits based on state and national curriculum requirements.
2. Schedule and lead regular meetings of the learning and engagement team, including raptor educators, USDA Forest Service interpretive staff, and volunteers to ensure planning, coordination, and successful execution of high quality educational programs.
3. Design and supervise development of curriculum materials to meet state and national standards.
4. Plan, coordinate and implement public programs based on public interest
5. Schedule and coordinate group tour visits, and ensure excellent visitor service.
6. Track and create reports related to educational program delivery and quality, including outreach, through solicitation of member and participant feedback.
7. Assist in identifying, prioritizing, and initiating funding strategies related to all programs, including development of individual donors, fundraising initiatives, and grant writing.
8. Fully manage the volunteer program, which includes: soliciting, interviewing, and coordinating training of volunteers to assist in all departments.
9. Conduct performance evaluations for all direct reports staff twice a year
10. Work closely with Executive Director to ensure smooth operation of organization, appropriate division of duties, and prioritization of projects.

11. Work closely with Executive Director to review and prepare financial reports: budgets, financial forecasting, etc.
12. Attend and minute monthly board meetings to acquire broad understanding of management directives, policies, and budgeting.
13. Serve as 'second in command' for facility and operations in the event of emergencies, etc.
14. Supervises all learning and engagement staff, including Raptor program staff, GEO program staff, volunteers, and, when Executive Director is absent, serves and supervises all staff as second in command
15. Handle visitor and staff complaints and advise Executive Director of all complaints
16. When needed / required, work with other staff to facilitate public programs and events
17. Perform other duties and projects as assigned by the Executive Director

**Required Skills:**

Proven administrative and supervisory skills.

Ability to communicate effectively in person, on the phone, and in writing.

Ability to be detail-oriented and skilled in quality control techniques.

Ability to actively listen, empathize, and deescalate internal and visitor-facing issues.

Ability to work simultaneously and effectively on multiple projects.

Proven ability to teach, interpret, and engage the public.

Knowledge of professional museum operation standards and practices.

Experience designing and implementing educational programs.

Ability to professionally represent the organization, both verbally and in writing.

Ability to establish and maintain long-term relationships with people and organizations that serve to ultimately enhance the museum's effective execution of its mission.

Proficiency in general administration practices and Word, Excel, and PowerPoint office software.

**Preferred Skills:**

Knowledge of regional history.

Proficiency in Claris FileMaker Pro.

**Education & Experience:**

Bachelor's Degree in pertinent field, Master's Degree preferred.

Minimum of five years' management experience with demonstrated skills in directing learning and engagement programming and assisting in museum operations.

**Benefits:**

Paid time off (PTO) is offered as 3 weeks for 1<sup>st</sup> year of employment; 2<sup>nd</sup> and 3<sup>rd</sup> year, 4 weeks PTO; 4<sup>th</sup> and 5<sup>th</sup> year, 5 weeks PTO; and 6<sup>th</sup> year and onwards is 6 weeks PTO. PTO is inclusive of sick leave. In addition, there are eight paid holidays each year. Additional benefits include a flexible schedule and the ability to work remotely when programs are not in session.

**To Apply:** Email cover letter and resume in MS Word or PDF to Laura Matzer (she/her) [laura@gorgediscovery.org](mailto:laura@gorgediscovery.org). We request two to three professional references (name, email, phone, and your relationship to them). If you have questions please email or call Laura at 971.977.0420. The position is open until filled. Contracts negotiated upon hire. A background check for all incoming employees is conducted for the safety of our visitors and staff.

Columbia Gorge Discovery Center & Museum is an equal opportunity employer that does not discriminate based on race, ethnicity, color, age, gender identity, sexual orientation, disability status, protected veteran status, religion, or any protected class or characteristic protected by law. We have a commitment to diversity, equity, and inclusion in our work and seek to create an organization that better reflects the communities we serve.