



## Assistant Manager of Public Programs

**Reports to:** Manager of Public Programs  
**FLSA Status:** Full time, exempt employee  
**Date Written/Revised:** October 2024

### ORGANIZATION

Planet Word ([www.planetwordmuseum.org](http://www.planetwordmuseum.org)) is a new museum in Washington, D.C. Built on an idea rather than a collection of objects, it's an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Established by philanthropist and educator Ann Friedman, the museum resides in the Franklin School, a restored and rehabilitated National Historic Landmark at the corner of 13<sup>th</sup> and K Streets, NW, in the heart of downtown. The building has undergone an extensive interior restoration, and the museum has installed architecturally significant large-scale, high-tech, and media-intensive exhibits and installations. The museum opened to visitors in October 2020 during the global health pandemic and operates a growing portfolio of onsite and online public and education programming. We expect annual onsite visitorship to the museum this year of over 155,000 people.

*At Planet Word, we strive to provide a forum for civil discourse and to be a place where community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions. We encourage and welcome applicants who will work to further this commitment and add to the diversity of our organization on multiple dimensions.*

### POSITION

Planet Word is looking for an Assistant Manager of Public Programs to contribute to Planet Word's suite of programs and experiences. Planet Word's Public Programming is mission-driven and intentional, aiming to keep the museum dynamic and relevant, serve a variety of communities and audiences, become a part of the intellectual and cultural life of Washington, D.C., and have an impact on the city's literacy landscape. The Assistant Manager of Public Programs will support programming that serves a variety of adult audiences as well as all-ages, family, or K-12 programming as necessary. This position requires flexibility to work some evenings and/or weekends.

The Assistant Manager of Public Programs reports directly to the Manager of Public Programs, and helps plan, deliver, and report on individual public programs including but not limited to on-site, offsite, and online activities ranging from publicly ticketed programs, lectures, book-talks, to classes and workshops, to visitor activities in the museum's galleries, and other online extensions. The Assistant Manager of Public Programs is also responsible for overseeing assigned tasks and responsibilities that contribute to larger projects and programs being managed by the Manager of Public Programs, the Director of Education and Public Programs and the Manager of Education Programs. A successful Assistant Manager of Public Programs will work collaboratively with other staff members and departments and with a wide range of community partners and museum visitors by coordinating schedules, meeting regularly, providing timely notification of necessary changes, and maintaining open communication with staff to seek mutually agreeable solutions to problems.

### ESSENTIAL FUNCTIONS

Programming and Events Staffing & Support (40%)

- Ability to be present and punctual onsite, offsite, or online as needed to staff programs and events
- Prioritize and maintain effective communication with Public Programs and Visitors Services teams during public programs via radio

- Manage contractors, performers, visitor services team members, and volunteers during programs to ensure high quality events and a positive collective experience by all involved
- Serve as a host for speakers, special guests, and programming partners when they serve as Planet Word's guests and talent
- Introduce programs in front of public audiences, connecting the program to Planet Word's mission, vision, and values
- Support the Education team in delivering Family, Teen, and K-12 programming when necessary, inclusive of activity facilitation
- Utilize and troubleshoot basic museum AV equipment such as HDMI cables, projector screens, handheld microphones, computers, etc. during programs
- Enforce building standards and codes to protect the exhibits and historic building and other spaces
- Implement other appropriate Public Programming standards and practices

#### Administration (35%)

- Regularly report successes and opportunities for improvement to programming and education team
- Maintain accurate and organized records such as programmatic schedules using team calendaring systems, program development documents registration lists, attendance reports, survey feedback reports, and other program documentation
- Manage and maintain the inventory, quality, ordering, and storage of Planet Word's programming supplies
- Produce program collateral such as signage and printed activities as needed
- Maintain database of advisors, performers, partners, speakers, consultants, vendors and other members of the museum network
- Work with marketing and communication teams to promote programs and events as needed
- Work with administration and business team to ensure all vendors, contractors, and performers are contracted, invoiced, and paid in a timely manner
- Regularly meet, collaborate, and effectively communicate with other museum departments

#### Program Development (25%)

- Demonstrate commitment to the realization of Planet Word's mission, vision, and values throughout all programmatic activities and experiences
- Develop and implement creative and engaging public programs, in collaboration with the Programming team, other Museum stakeholders, and leadership, that surprise and inform adult and all-ages audiences, inclusive of generating program pitch documents, attending and participating in brainstorming meetings, and accepting and applying feedback
- Work closely with Visitor Services/Operations, AV/Tech, Exhibits, Marcom, and other departments as needed in the planning of programming logistics, production, and content messaging for assigned programs
- Maintain and develop a calendar of activities for on-site museum visitors connected to seasons, holidays, cultural observances, and other mission-aligned calendar anniversaries
- Assist in the implementation of reflective accessibility practices, to accommodate visitors of varying abilities, that also celebrate linguistic diversity, and working towards museum-wide DEAI initiatives throughout our programming.
- Be visible in the community to increase and deepen participation of diverse audiences in museum activities
- Help to build a network of advisors, performers, partners, speakers, consultants, and other members of the museum community to become friends and collaborators with Planet Word
- Provide ongoing assessment of programs and recommend, amend, and implement new procedures as necessary
- Maintain an evolving awareness of professional standards of museum program development and implementation

#### **QUALIFICATIONS AND SKILLS**

- A commitment to Planet Word's mission, vision, and values. (link)

- Demonstrated success in museum, cultural or community center, arts programming or similar, with a minimum of two (2) years of relevant work experience
- Proven relationships and ability to further cultivate relationships with educators, community partners, scholars, artists, and writers, etc.
- Exceptional verbal and written communication skills
- Exceptional attention to detail
- Exceptional public speaking skills and comfort speaking in public with diverse audiences in a variety of contexts
- Flexibility, creativity, and the ability to thrive in a fast-paced environment.
- Ability to balance and adjust to competing initiatives and evolving priorities
- Capacity to take initiative, build consensus, and to work effectively cross-organizationally
- Ability to work individually or in a team
- Punctuality and reliability
- Available for flexible and occasionally long hours based on business needs, as well as evening and weekend availability
- Willingness to learn new skills

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 regularly required to sit, use hands and arms to operate keyboard, mouse and phone. The employee needs to regularly use senses of sight and hearing. The employee is frequently required to reach with hands and arms and required to stand, walk, stoop, or kneel. The employee is frequently required to lift up to 30 pounds and move furniture and equipment.*

### **SALARY AND BENEFITS**

Range: \$50,000 - \$55,000 annually

Planet Word offers a generous benefits package including: Full employee medical, dental, vision, life, STD/LTD/AD&D coverage plus 50% dependent share and 403(b) plan

PTO: Vacation, holidays, personal days

Planet Word's policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status.

### **TO APPLY**

Please send your resume and a letter of interest via email to:

[Careers@planetwordmuseum.org](mailto:Careers@planetwordmuseum.org)

Subject: Assistant Manager of Public Programs