

Explora Job Description

Group: Visitor Experience

Position: Public Programs Manager

Reports to: Director of Administration and Culture

FLSA status: 40 hours per week (full time); exempt (starting salary);

\$44,000-\$46,000 with 100% employer-paid health insurance premiums and additional benefits



Position Summary:

The Public Programs Manager leads the development and implementation of engaging, accessible, interactive public programs that advance Explora's mission to inspire curiosity and learning through hands-on science experiences. The Manager oversees programs for diverse audiences—including families, school groups, and adults—and ensures that offerings are educationally sound, inclusive, and aligned with current exhibitions—particularly Explora's new “Science of Character” exhibitions; STEAM topics; special holidays or events; and other museum priorities. The Public Programs Manager will recruit individuals (both within and outside of Explora) and partner organizations to participate in the variety of ongoing public programs. The Manager works across groups (especially with Visitor Experience, Education, Exhibits, and Operations teams) at Explora to bring the exhibit floor, exhibitions, and educational programs to life, ensuring high-quality programmatic experiences for visitors by utilizing organization-wide learning strategies and achieving budgetary goals. This position also works closely with the Visitor Experience Managers and Coordinators in the coordination of the daily operations and visitor experience.

Explora is committed to building a culturally diverse staff that reflects the demographics of New Mexico and strongly encourages applications from candidates of color.

Essential Duties and Responsibilities:

- Design, implement, and evaluate a portfolio of public programs, such as science demonstrations, workshops, lectures, festivals, after-hours events, and drop-in experiences.
- Ensure programs are inquiry-based, interactive, age-appropriate, and aligned with the museum's educational goals and learning frameworks.
- Incorporate current science research, STEAM practices, and informal education best practices into program design.
- Pilot new program concepts and iterate based on audience feedback and evaluation data.
- Recruit, train, and schedule program educators, facilitators, interns, and volunteers, as needed.
- Provide ongoing coaching, professional development, and performance feedback to ensure high-quality program delivery.
- Develop training materials and facilitation guides to support consistent visitor experiences.

- Build and maintain partnerships with scientists, educators, community organizations, cultural institutions, and other stakeholders.
- Collaborate with internal teams to develop programs that reflect community interests and support equity, access, and inclusion.
- Represent the museum at community events, professional conferences, and outreach opportunities.
- Manage program budgets, including forecasting expenses, tracking spending, and seeking cost-effective solutions.
- Coordinate program logistics, including scheduling, space usage, materials, safety protocols, and accessibility needs.
- Work with marketing and communications staff to promote programs and develop program descriptions and promotional content.
- Track attendance, collect evaluation data, and prepare reports to measure program impact and inform future planning.
- Collaborate with exhibits, visitor experience, development, and marketing teams to ensure cohesive visitor experiences.
- Support grant-funded programs by contributing to proposals, reporting, and compliance as needed.
- Stay current with trends in informal science education and contribute to institutional learning and innovation.
- Provide excellent customer service both internally and externally
- The duties outlined above do not comprise a comprehensive list but are intended as a representation of the general nature and level of work performed by an employee in this position. Explora maintains the right to augment duties and responsibilities as business dictates.

Qualifications:

- Bachelor's degree in science, education, museum studies, communication, or a related field—or equivalent work experience outside of school
- Minimum of 3–5 years of experience developing public or informal education programs
- Experience working with a wide variety of staff, educators, or volunteers
- Strong understanding of inquiry-based and hands-on learning strategies
- Excellent communication, organizational, and project management skills
- Ability to work evenings and weekends as required by program schedules
- Experience with program evaluation and data-driven decision-making
Commitment to diversity, equity, accessibility, and inclusion in public programming
- Bilingual or multilingual skills are a plus

Work Conditions:

- Museum facilities may expose incumbents to high noise levels, temperature changes, liquid nitrogen, helium gas, electrical exposure, unpredictable ventilation, dust, and physical obstacles.
- May occasionally require lifting of various materials and equipment to a maximum of 75 pounds
- Some work takes place on the museum floor during open hours.
- Work is normally performed in an area of limited privacy.
- Some work takes place on the museum floor during open hours.

Employment Screening and Compliance:

- Background check required.
- Employees must comply with all operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers.
- Employees must maintain a current and valid driver's license to perform work duties, if the position requires activities that require travel by motor vehicle, whether personal or company car.

Employee Acknowledgement:

This job description is intended to convey information essential to understanding the scope of this position. It is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. Explora maintains the right to augment or delete duties and responsibilities as business needs dictate.

I have read and understand the entire contents of this job description, including the work demands and expectations of this position. I understand that my employment at Explora is employment "at will" and may be concluded at the convenience of Explora. I am aware of my right to notify my employer of any reasonable accommodation that may be necessary to perform this work. I further believe to the best of my knowledge that I am able to perform these duties and responsibilities. If I determine that an accommodation may be necessary at a later date, I shall notify my employer. I understand that my employer maintains certain rights as well under the *Americans with Disabilities Act (ADA)*.

Employee signature

Date signed

Director signature

Date signed