POSITION ANNOUNCEMENT – *INTERNAL POSTING ONLY*

PUBLIC PROGRAM MANAGER

Lowell Observatory’s informal educational programs - featuring historic tours, telescope viewing, and science talks and demonstrations - serve more than 100,000 public visitors annually. The Public Program Manager is responsible for the oversight of these programs and the staff who deliver them. This position reports to the Deputy Director for Education.

RESPONSIBILITIES

- Monitor staffing levels and initiate educator hiring when necessary
- Lead educator interview/selection process and oversee new hire orientations
- Coordinate educator training and ensure training is completed within the specified time frame
- Ensure educators understand and abide by company policies and procedures
- Assess educator performance and oversee performance development plans
- Provide educators regular feedback about performance and address any performance issues
- Resolve educator conflicts and address employee complaints
- Maintain a culture that promotes employee engagement
- Coordinate regularly scheduled supervisor and public program staff meetings
- Resolve visitor conflicts and complaints
- Facilitate interdepartmental communication
- Serve as a point of contact for external outreach inquiries
- Evaluate and improve programs and operating procedures
- Create and manage budget for informal educational programs
- Purchase supplies and authorize purchases and reimbursements for educators and supervisors
- Provide shift coverage for supervisors as needed
- Create and update training documents
- Troubleshoot equipment failures and coordinate repairs

QUALIFICATIONS AND EXPECTATIONS

- Thorough knowledge of public program operations and equipment
- Solid understanding of general astronomy and physics concepts
- Ability to motivate and lead people, and hold employees accountable
- Proven ability to resolve issues with staff and visitors
- Strong decision-making capabilities
- Excellent communication and organizational skills
- Ability to work under pressure of timelines and complete tasks on schedule
- Must be punctual, articulate, and present a professional image
• Must be outgoing, personable, energetic and enthusiastic  
• Proficiency with Microsoft Office and Google Docs  
• Weekend and evening hours required  
• Applicants must pass a background check  
• Valid driver’s license, ability to drive a car or van.

EXPERIENCE AND EDUCATION

Bachelor’s degree in astronomy or STEM field required. Extensive experience with operations of Lowell’s outreach programs, particularly campus tours, telescope viewing, astronomy presentations, and laser pointing. Previous supervisory experience in the Lowell Public Programs required. Proven record of working well with guests and colleagues and solving problems in a professional manner.

PHYSICAL NEEDS/REQUIREMENTS

Often working at a computer for extended periods. Frequently moving throughout the campus, on sometimes uneven terrain often in low light. Speaking and listening, both in person or while using telephone. Ability to lift up to 40 lbs (files and office equipment and portable telescopes).

Status: Full Time, Regular (40 hours per week)  
Compensation Type: Salary  
Benefit Eligible: Yes*  
FLSA Classification: Exempt  
Location: Flagstaff, Lowell Observatory’s Mars Hill Campus

To Apply:
Please send the following documents to humanresources@lowell.edu
• Letter of interest addressing your qualifications  
• Resume  
• Phone numbers and e-mail addresses of three references

Deadline for Applications is Wednesday November 27th at Noon.

*Benefits Overview: In addition to 10 scheduled paid holidays, Lowell Observatory offers a Flexible Paid Time Off policy for all full-time, benefit eligible employees which allows you to determine how much time you need to rest and enjoy yourself outside of work. The cost of premiums for medical, life & long term disability insurances for benefit eligible employees is 100% paid by the company, and includes a contribution to either an H.S.A or HRA account for first dollar medical expenses

Lowell Observatory is an Equal Employment Opportunity/Affirmative Action employer and provides equal employment opportunity to all persons without regard to race, color, religion, sex, national origin, age, genetic information, disability, veteran status, political beliefs, sexual orientation, and marital and family status.

Lowell Observatory provides reasonable accommodations to applicants with disabilities. This nonsmoking campus is at an elevation of 7,000 ft/2100m. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Human Resources office for assistance.

VERSION November, 2019/SG