



## **Youth Programs Manager**

### **Organization Overview:**

The Lone Star Flight Museum is a non-profit 501(c)3 which opened its \$38 million facility at Ellington Airport in September 2017 after 27 years in Galveston, TX. With the belief aviation inspires achievement and endless possibilities, the museum serves to fulfill its mission to celebrate flight and achievements in Texas aviation history in an inspiring educational environment that meets the needs of students and guests of all ages. Emphasizing the role of science, technology, engineering, and mathematics (STEM), Lone Star Flight Museum's vision is to be a dynamic and interactive educational flight museum reaching the people of Texas as a recognized experience of choice.

### **Position Overview:**

The Youth Programs Manager is responsible for managing all aspects of youth program development, implementation, assessment, and improvement. Primarily, these youth programs include scouts, camps, and the ACES youth career enrichment program. The program goals include delivering excellent service, increasing audience participation, building a strong network of youth community partners, enriching the guest experience, and growing revenue-generating opportunities. This position will supervise a part time team of instructors and unpaid volunteers (adult, youth, and intern) to deliver engaging, fresh, integrated, and relevant aviation content. This position will lead the Aviation Career Explorers (ACES) in a wide range of aviation career experiences and development of leadership, public presentation, guest service, interpersonal, and communications skills. The Youth Programs Manager is part of the department management team and will provide support for all programs and events across the museum.

### **Position Responsibilities and Duties:**

- Proactively develop, manage, and facilitate youth programs including scouts, camps (summer, spring, winter, day), and ACES youth program
- Supervise, schedule, train, and evaluate program instructors; including museum volunteers
- Develop and revise content for relevance, new trends, and aesthetics
- Keep department current with requirements as dictated by the various scouting organizations
- Prepare for program implementation including communications, sales/registration, room set up, logistics, supplies, and hardware and software systems
- Assist in the collaboration with the curation and flight teams about enriching the guest experience across the museum exhibits, galleries, and hangars
- Maintain a clean, orderly and safe operating space in conjunction with overall museum and exhibits care
- Manage and continually assess the programs to meet department and organizational goals, including regular reporting and soliciting guest feedback
- Lead recruitment, interviews, onboarding, scheduling, mentoring, and evaluation of ACES
- Develop and implement training and incentive rubrics to encourage growth and progress of ACES throughout their journey in the program
- Assist in developing and maintaining resources and contacts within the aviation community to provide unique opportunities for youth interested in higher education and careers in aviation
- Other duties as assigned

**Essential experience and background skills**

- Bachelor's degree in museum studies, history, aviation, education or STEM field strongly preferred; applicable career experience may be considered in lieu of degree
- At least 5 years of experience in program management including instructional development and facilitation with cultural institution or educational program, formal or informal, (such as museum, zoo, youth center, military, school, parks and recreation, etc.); with at least two years in a leadership/supervisory capacity
- Bilingual in English and Spanish a plus
- Proven ability to network and form professional relationships with community partners
- Knowledge of aviation is strongly preferred
- Effective organization and time management skills, outstanding interpersonal skills, and ability to work across functional areas
- Excellent guest service skills; including conflict resolution and ability to serve a diverse audience
- A commitment to service and mission
- A current and valid driver's license
- Excellent written and verbal communication skills
- Ability to work independently, with a team, or under supervision, especially in an atmosphere with frequent disruptions
- Working knowledge of computers, laptops, software and database programs, and related equipment
- Ability to stand, walk, and sit for extended periods of time.
- Ability to lift 25 pounds.
- Ability to tolerate loud noises, exposure to cleaning agents, and dimly lit spaces.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Status:** Full-Time/Exempt/Salaried

**Schedule:** Typical work week is Tuesday-Sunday. Availability to work Sundays, Mondays, evenings, overnights, holidays, and weekends due to program schedules and business needs.

**Reports to:** Senior Director of Education and Community Outreach

**Email resume to:** Ann Hobing, Senior Director of Education and Community Outreach,  
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