
Title: Education Programs Coordinator

Reports to: Vice President of Education and Interpretation

The National WWI Museum and Memorial is America's leading institution dedicated to remembering, interpreting, and understanding the Great War and its enduring impact on the global community. We hold the most comprehensive collection of WWI objects and documents in the world and are the second-oldest public museum dedicated to preserving the objects, history, and experiences of the Great War.

Job Summary: The goal of the Museum and Memorial's public education program is to inspire thought, dialogue and learning of the Great War and its enduring impact.

The Education Programs Coordinator manages school field trips and guided learning experiences from initial inquiry and booking through day-of implementation and post-visit evaluation. The coordinator ensures that one of the Museum and Memorial's highest-volume, most mission-critical education experiences is delivered consistently, accessibly, and with high educational quality serving as a primary contact for teachers and other formal education leaders and coordinating across departments to deliver organized, accessible, high-quality experiences.

This is a full-time hourly, non-exempt position scheduled Monday through Friday or Tuesday through Saturday, with occasional evenings and weekends to support education programming peak periods. Salary range \$52,000-57,000

Responsibilities:

- Coordinate the complete school-visit cycle, including inquiry, booking, confirmation, pre-visit preparation, internal coordination, day-of implementation, follow-up and evaluation.
- Manage a year-round operating calendar, including advance booking, capacity planning, peak-period scheduling and documentation of group needs.
- Serve as the primary contact for teachers and group leaders, establishing expectations and maintaining clear communication from initial inquiry through post-visit follow-up.
- Coordinate across Education, Guest Services, Volunteers, Operations and Security to ensure groups are served safely, consistently and effectively.
- Prepare and distribute pre-visit materials; ensure teachers and chaperones receive clear logistical, behavioral and educational guidance.
- Maintain records for school bookings, visitor needs, staffing, attendance, teacher communications, feedback and outcome reporting for internal and external stakeholders.
- Track and analyze participation trends, visitor feedback and educational outcomes for both onsite and digital education programs; produce reliable reporting for departmental planning, grant reporting and Board materials, and recommend improvements to guided experiences, pre-visit materials and school resources.
- Monitor group flow, timing, learner needs, accessibility, staffing changes and visitor-service issues; make routine day-of adjustments within established policy.
- Collaborate with the Volunteer team on Museum Guide training, readiness and delivery for school programs; identify guide needs, communicate program expectations, observe delivery and provide feedback to support guide effectiveness.
- Assist the K-12 Specialist in developing, testing and evaluating educational resources and supplementary materials.
- Provide introduction, public speaking, administrative and educational support for educator training, school-focused programs and Public Programs as assigned.
- Support discrete projects contributing to the Museum's Global Education Initiative, including Digital Learning Strategies, as assigned.
- Perform other duties as assigned.



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Job Requirements:

- Outstanding guest services skills with a demonstrated ability to independently manage complex scheduling, high-volume group logistics and concurrent priorities.
- Strong interpersonal and written communication skills with teachers, students, volunteers and internal partners.
- Understanding of learner needs, accessible guest service and multi-age educational settings.
- Excellent organization, data-management and problem-solving skills, with careful attention to detail.
- Proficiency in Microsoft Office; familiarity with Tessitura, ReServe, Volgistics, survey, ticketing and CRM systems is a plus.
- Sound judgment and calm problem-solving in a live, public-facing environment.
- Ability to work a flexible schedule, including some evenings and weekends. Multilingual skills are a plus.

Education and Experience:

- Two to five years of experience, including demonstrated experience in educational program coordination (museum education, public programs, visitor services, group-visit coordination or a related field).
- Bachelor's degree in Education or a related field preferred; relevant combination of education and experience considered.

Work Environment: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, and point of sale computer equipment.

Physical Requirements: *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. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25/30 pounds or assist in moving items 50 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions, and are subject to change without notice.

The National WWI Museum and Memorial is an equal opportunity employer.

The National WWI Museum and Memorial is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. The Museum and Memorial strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender, age, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, sexual orientation, familial status, marital status, or any other characteristic protected under applicable federal, state, or local law. All Museum and Memorial employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment. The Museum and Memorial complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Missouri Human Rights Act (MHRA), and all applicable state and local laws. Consistent with those requirements, the Museum and Memorial will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Human Resources department. The Museum and Memorial also will, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.



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Application Instructions and/or Questions:

Please send your resume, three professional references, salary requirements and cover letter to:

Human Resources

National WWI Museum and Memorial

2 Memorial Drive

Kansas City, MO 64108

Email: human-resources@theworldwar.org

NO PHONE CALLS PLEASE.

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information.

Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.