

Job Title: Education and Outreach Manager

Reports to: Executive Director

FLSA Status: Exempt, Full-time

Supervises: Education Coordinator

POSITION OVERVIEW

The Education and Outreach Manager is responsible for planning, implementing, administering, and evaluating all Education and Community Engagement programs for the Maryland Symphony Orchestra, in conjunction with the Education and Audience Development Committees. This position works collaboratively across departments and with community partners to advance the Orchestra's mission, strengthen community connections, expand access to music education, and cultivate enthusiasm and engagement throughout the organization and region.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL

- Implements the MSO's Education and Community Engagement strategies, as developed by the Board, Executive Director, and Music Director.
- Plans, supervises, and evaluates all education and community engagement programs, including scheduling, contracting, logistics, coordinating with outside agencies, and collaborating with internal departments.
- Participates in the development of creative, interactive, and inclusive engagement programs for children, families, adults, and community members that align with applicable curriculum needs alongside the Education Committee and Executive Director.
- Establishes, cultivates, and maintains relationships with leaders in the educational community, neighborhoods, local arts organizations, businesses, and other institutions to strengthen MSO's educational and community bonds.
- Works collaboratively with orchestra musicians, staff, and guest artists to coordinate master classes, workshops, youth concerts, and other educational activities.
- Analyzes program effectiveness through trends in engagement, attendance, retention, community impact, educational value, and participant enjoyment.
- Promotes equitable access to MSO programs by identifying and reducing barriers to participation and encouraging engagement from underserved communities.
- Represents the Maryland Symphony Orchestra at community meetings, networking events, educational conferences, and public presentations.
- Prepares, manages, and monitors relevant departmental budgets and coordinates payroll, contracts, and invoices with the Accounting Manager, as necessary.
- Serves as a cross-departmental resource to ensure effective communication regarding education and community engagement initiatives.
- Creates pathways connecting education participants, families, and community partners to performances and broader MSO activities through interdepartmental collaboration.
- Works closely with the Director of Development by providing program data, schedules, impact stories, participant testimonials, partner information, and reporting details needed for grants, donor stewardship, sponsorships, and funder communications.

- Coordinates with the Marketing Director for timely production of promotional materials and marketing content highlighting education and community engagement activities.
- Collaborates with the Marketing Director to develop and implement opportunities with cultural organizations, churches, civic groups, libraries, and other community partners.
- Attends Audience Development and Community Engagement Committee meetings as appropriate.
- Assists in the implementation of organization wide events such as the MSO Ball and MSO Concerts.
- Performs other duties as assigned.

EDUCATION AND SCHOOLS

- Creates a positive and safe environment in which students, teachers, and other participating community members can appreciate and learn about music through the MSO.
- Implements professional development opportunities for educators participating in MSO education programs.
- Ensures compliance with organizational policies and best practices regarding youth safety, participant records, background checks, and risk management procedures.
- Serves as primary staff liaison for Education Committee meetings by creating agenda with and providing materials for Education Committee Chair.

YOUTH ORCHESTRAS

- Operates as liaison between parents, students, Music Director, MSYO Conductor, education staff, volunteers, and other stakeholders through accurate, timely, and consistent communication.
- Maintains a database of current and former student members and participating schools or teachers to track participation data.
- Ensures all required student documentation, registrations, permissions, and records are completed and maintained.

AUDIENCE ENGAGEMENT AND COMMUNITY PARTNERSHIPS

- Supports initiatives designed to increase audience engagement, attendance, lifelong participation in the arts, and community awareness of the Orchestra.
- Recruits, trains, supervises, and recognizes volunteers supporting education and community engagement activities.
- Identifies opportunities for new partnerships and community-based programming that support the Orchestra's strategic goals.
- Serves as an ambassador for the Maryland Symphony Orchestra at community functions, events, and partnership meetings.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree.
- Knowledge of orchestral repertoire and the ability to read music is preferred.
- Handles stressful situations with a pleasant demeanor.
- Ability to speak effectively with, and respond to questions from, educators, partners, students, parents, and the public.
- Excellent time management skills and attention to detail.
- Evening and weekend hours are required as dictated by programs.
- Must possess a valid driver's license and have access to reliable transportation with appropriate insurance coverage.
- Able to prioritize and manage multiple activities and meet multiple deadlines.
- Proven ability to develop and monitor budgets.
- Excellent computer skills and comfort with spreadsheets, word processing, mail merge, and cloud based solutions.

SALARY AND BENEFITS

- \$50,000 - \$55,000 salary per year
- 10 days paid vacation.
- 6 days paid sick leave.
- 3 personal days per year.
- 8 paid holidays per year.
- Medical, dental, and vision insurance for the employee paid by the company.
- Simple IRA plan available with up to 3% employer match.
- Health Savings Account available.
- Employee Assistance Plan.
- 4 day workweek during the summer.