



Job Description

Position: Visitor Experience & Community Engagement Coordinator

Location: Denver, CO (Hybrid)

Salary Range: \$60,000–\$75,000, commensurate with experience

Application Deadline: Rolling until filled

Apply at: www.tinyurl.com/ApplyForMI

About the CELL

The Counterterrorism Education Learning Lab (CELL) is a nonpartisan, nonprofit organization dedicated to advancing public safety through education. Through our acclaimed exhibit, award-winning speaker series, and impactful training programs, we empower individuals and communities to better understand, identify, and prevent security threats. We are a mission-driven team committed to creating a safer world through education and engagement.

The CELL Exhibit is a state-of-the-art, interactive educational experience featuring immersive multimedia, hands-on exhibits, and real-world case studies that explore the evolving nature of modern security threats and the critical role communities play in preventing violence and strengthening public safety. Developed with internationally recognized experts in national security, foreign policy, and public safety, the Exhibit challenges visitors to think critically about today's evolving threats while empowering them to become champions for safety in their own communities.

About the Role

Help create meaningful experiences that inspire safer communities. The **Visitor Experience & Community Engagement Coordinator** serves as one of the CELL's primary public-facing representatives, helping connect schools, businesses, community organizations, and visitors with meaningful educational experiences. This role combines educational programming, community outreach, visitor engagement, and program coordination to grow participation in the CELL's exhibit and educational offerings.

As one of the primary educators and ambassadors for the CELL, the Coordinator builds lasting community partnerships while delivering engaging tours, educational programs, and exceptional visitor experiences. The position also supports exhibit operations and helps ensure every visitor leaves feeling welcomed, informed, and inspired.

The ideal candidate is outgoing, service-oriented, and highly organized. They enjoy meeting new people, building relationships, teaching diverse audiences, and creating memorable experiences. They are equally comfortable leading an exhibit tour, presenting to a classroom, representing the CELL at a community event, or coordinating the logistics that ensure programs run smoothly.



Key Responsibilities

Educational Programming & Tour Facilitation

Deliver engaging educational experiences that connect visitors to the CELL's mission and inspire greater awareness of public safety, terrorism prevention, and community resilience.

- Facilitate guided tours of the CELL exhibit for school groups, businesses, community organizations, public safety agencies, and general visitors.
- Deliver educational presentations and programs that communicate the CELL's mission and public safety concepts in an engaging and audience-appropriate manner.
- Adapt tours and presentations to meet the needs of diverse audiences, including students, educators, professionals, and community groups.
- Prepare educational materials, exhibit technology, and presentation spaces to support high-quality program delivery.
- Stay current on exhibit content, emerging threats, and organizational initiatives to ensure presentations remain accurate and relevant.
- Gather participant feedback and collaborate with staff to continually strengthen educational programming and visitor engagement.

Community Engagement & Outreach

Build relationships that expand awareness of the CELL and increase participation in educational programming and exhibit experiences.

- Develop and maintain relationships with schools, businesses, nonprofit organizations, civic groups, public safety agencies, and community partners.
- Conduct outreach to promote the CELL exhibit, educational programs, tours, and public events.
- Identify opportunities to expand partnerships and increase community engagement.
- Represent the CELL at networking events, community meetings, conferences, and outreach activities.
- Maintain regular communication with prospective and existing partners to encourage repeat engagement.
- Track outreach efforts, bookings, and engagement activities within the organization's CRM.
- Monitor outreach performance and recommend strategies to increase visitation and participation.

Visitor Experience & Exhibit Operations

Help ensure every visitor has a welcoming, engaging, and well-organized experience while supporting the day-to-day operation of the exhibit.

- Welcome visitors and provide exceptional customer service throughout their visit.
- Coordinate exhibit reservations, visitor communications, and group arrival logistics.
- Assist with admissions, check-in, visitor orientation, and exhibit readiness.
- Help maintain exhibit spaces, materials, and visitor resources to support a high-quality visitor experience.
- Gather visitor feedback and identify opportunities to enhance the overall visitor experience.



- Collaborate with the Operations team to support efficient exhibit operations and daily activities.

Programs & Event Support

Support the planning and execution of educational programs, community events, and exhibit activities.

- Coordinate logistics for educational programs, tours, meetings, and community events.
- Assist with registrations, participant communications, scheduling, and event preparation.
- Coordinate program materials, supplies, technology, and room setup.
- Support educational program reservations and group visit logistics.
- Assist with occasional evening and weekend programs and events.
- Track attendance, participation, and program outcomes and assist with post-program follow-up.

Success in the Role

A successful Visitor Experience & Community Engagement Coordinator serves as an engaging educator, trusted ambassador, and relationship builder for the CELL. They consistently deliver exceptional educational experiences, expand participation through meaningful community partnerships, create welcoming and memorable visitor experiences, and contribute to the successful execution of exhibit programming and events. Through professionalism, creativity, and thoughtful use of technology and AI-enabled tools, they help strengthen the CELL's visibility, community impact, and educational mission.

Required Qualifications

- Bachelor's degree in Communications, Hospitality, Public Relations, Marketing, Nonprofit Management, Education, Business, History, Criminal Justice, Political Science, or a related field, or equivalent professional experience.
- Minimum of 2+ years of experience in education, visitor services, customer experience, community engagement, outreach, nonprofit programming, museums, hospitality, admissions, tourism, or a related field.
- Outstanding interpersonal and customer service skills with the ability to build relationships across diverse audiences.
- Excellent verbal and presentation skills.
- Experience facilitating educational programs, tours, presentations, or group learning experiences.
- Strong organizational, time management, and multitasking abilities.
- Ability to work independently and collaboratively in a fast-paced environment.
- Strong attention to detail and commitment to providing exceptional visitor experiences.
- Comfort learning and utilizing CRM platforms, digital tools, and software applications.
- Ability to work occasional evenings and weekends.



Preferred Qualifications

- Experience working in a museum, cultural institution, nonprofit, visitor attraction, educational organization, or hospitality environment.
- Experience conducting community outreach, partnership development, or business development.
- Experience coordinating educational programs, tours, public events, or group visits.
- Experience with CRM systems, visitor management platforms, or ticketing software.
- Experience using AI-powered and emerging technology tools to support outreach, customer communications, scheduling, educational programming, visitor engagement, reporting, and workflow efficiency.
- Knowledge of public safety, civic education, museums, history, national security, or community engagement initiatives.
- Bilingual proficiency is a plus but not required.

Work Authorization

Candidates must be legally authorized to work in the United States at the time of application and throughout employment. The Mizel Institute does not provide employment visa sponsorship now or in the future.

Benefits

- Positive, mission-driven organizational culture
- Competitive salary and comprehensive benefits package, including:
 - Medical, Dental, and Vision coverage
 - HSA/FSA accounts
 - 403(b) retirement plan with employer match
 - Life, Short-Term, and Long-Term Disability Insurance
- Generous time-off policies: Vacation, Sick Leave, Holidays, Bereavement, Jury Duty, FMLA, and Military Leave
- Opportunities for professional development and team-building activities

Ready to make an impact?

If you're passionate about connecting people with meaningful educational experiences and enjoy building relationships that strengthen communities, we'd love to hear from you.

Submit your cover letter and resume through www.tinyurl.com/ApplyForMI. Applications will be reviewed on a rolling basis.

Please note: All candidates must pass a background check. The CELL is an equal opportunity employer.