



**BROOKLYN CHILDREN'S MUSEUM
JOB DESCRIPTION**

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| POSITION/TITLE: | Chief Operating Officer |
| STATUS: | Non-Union, Exempt |
| DEPARTMENT: | Executive Team |
| SUPERVISOR: | President & CEO |

Brooklyn Children's Museum (www.brooklynkids.org) is the world's first children's museum and a pioneer in the fields of early childhood education and informal learning. Rooted in its Central Brooklyn community, the Museum's mission is to provide first cultural experiences for children and families that inspire curiosity, creativity, and lifelong love of learning. Brooklyn Children's Museum serves nearly 300,000 children and adults annually, and operates in a 125,000 square feet of indoor and outdoor space owned by the City of New York.

Position Summary

Reporting to the President & CEO and leading a department of roughly 30 staff members and consultants, the Chief Operating Officer is Brooklyn Children's Museum's chief administrative officer and co-leads the executive team with the CEO and the Vice President of Exhibits & Education. The Chief Operating Officer oversees four departments:

- 1) Visitor Experience & Earned Revenue
- 2) Finance, Administration & Human Resources
- 3) Building Operations
- 4) Marketing & Communications

General Management Responsibilities

- As part of the executive team, engage in strategic planning and visioning for the organization. Act as the chief thought leader for operations, finance and human resources with an eye towards holistic needs of the organization.
- Support the executive team in building capital and staffing plans to advance the institution, supporting program development and fundraising.
- Staff two committees of the Board of Trustees, steward Board governance, create Board materials, attend all meetings, and regularly interface with Trustees.
- Act as a senior representative for the Museum with the City of New York, in the press and at conferences, community events, funder meetings, and as needed.
- Drive staff alignment on organizational goals and objectives annually, including talent development and performance management.

Visitor Experience/Earned Revenue Responsibilities

- Provide departmental vision and supervise Visitor Services staff to create an excellent customer experience for families visiting the Museum.
- In conjunction with the Director of Visitor Services, set goals for the VS team, including attendance, budget, and membership sales.
- Oversee earned revenue and amenities, including the gift shop, café, birthday party, space rental, membership, and other income areas.
- Evaluate customer management technology, and make decisions about technology needs.
- Supervise data collection and tracking for all attendance and income areas.

Finance & Administration Responsibilities

- Oversee all aspects of finance administration, including budgeting, day-to-day operations, analysis, reporting, and forecasting. Maintain budget and oversee the Museum's audit, legal matters, and endowment and investment funds in conjunction with consultants and Board committees.
- Coordinate legal oversight for contracts, collective bargaining, and employment issues with hired lawyers, consultants and pro bono counsel.
- Oversee human resources with support from a team of consultants and labor experts. Ensure that legal requirements, business practices and Museum policies are met.
- As a member of the senior staff, contribute to the strategic planning, planning for the capital expansion, policymaking and organizational management of the Museum.

Marketing & Communications Responsibilities

- Oversee the website, social media, and program listings for Brooklyn Children's Museum.
- Field media and public relations requests.
- Oversee community relations, speak with community leaders, and attend community meetings as a representative of the Museum.
- Create a system for sharing and opening our space to community and nonprofit organizations.

Building Operations Responsibilities

- Oversee physical plant, set goals, budget and supervise Director of Building Operations.
- Supervise building operations team, including facilities, security and custodial staffs.
- Manage teams to complete major capital projects, renovations, and major building repairs.
- Work in partnership with City, State and other major capital funders to maintain the building, secure funding, and deliver on contracts and agreements.

Qualifications

- A proven leader with excellent communication skills, demonstrated management ability, and understanding of strategic and operational planning in complex environments.
- A creative thinker who is able to generate new ideas and lead solution-building teams.
- 10+ years of operations and management experience in a museum or other nonprofit organization.
- JD, MBA, MPA or graduate degree in a related field strongly preferred.
- Excellent financial management skills, including experience with budgets and oversight of financial statements.
- Excellent communication, writing and team leadership, operations and interpersonal skills.
- Experience with project management, including conceptualizing projects and evaluating funding opportunities.

- Understanding of high level human resources and talent management, including issues of organizational culture and compliance. Experience with unions and labor a plus.
- Candidates who have managed major capital expansions or building operations preferred.
- Understanding of public policy and community affairs in Brooklyn a plus.

Other Requirements

- Commitment to Brooklyn Children’s Museum’s mission, community and experiences.
- Thrives in a fast-paced and complicated organization, and is able to effectively outline individual and team priorities in a demanding environment.
- Solution-oriented and comfortable leading cross-functional, matrix teams.
- Highly organized and able to set and meet team and personal deadlines.
- Experience working in an environment serving the public.
- Strong team player and ability to work with people of many different backgrounds and perspectives.
- Excellent listening skills and ability to consider ideas of others.
- Ability to work independently and organize effectively.
- Some weekend and evening work is required for this job.

Applicants should send a cover letter including salary requirements and resume as a single pdf to swilchfort@brooklynkids.org. We value a diverse workforce and an inclusive culture. BCM encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.

October 9, 2018