



## Director of Operations

South Street Seaport Museum, located in a 12 block historic district, once the city's main port, is dedicated to preserving and interpreting the history of New York as a port city. The Museum houses a major collection of maritime art and artifacts and comprehensive archival materials related to the Port of New York. It owns and operates a large fleet of historic ships, including two large square-riggers, *PEKING* and *WAVERTREE*, three operating vessels, *PIONEER*, *LETTIE G. HOWARD*, and *W.O.DECKER*, and the lightship *AMBROSE*. The Museum offers innovative programs, exhibitions and educational opportunities to diverse communities both ashore and afloat.

South Street Seaport Museum seeks a Director of Operations to oversee administration, front of house operations, event logistics, and internal processes and procedures. As part of a small, hard-working team, this position leads and supports all departments including Visitor Services, Historic Retail Shops, IT, Marketing, Development and Membership, Education, Programs, Facilities, and Collections.

Reporting to the Museum President, the Director of Operations is supported by and has direct oversight of an Operations and Administrative Associate who also functions as Assistant to the President. Internal administration includes regular interaction with the Museum's outsourced accounting firm, human resources firm, fundraising consultants, tenants, and community partners. The ideal candidate will be a strong and team-oriented leader, with outstanding ability to collaborate both internally and externally. Attention to detail and follow-through are essential. The nature of the job includes occasional evening and weekend work serving as on-site point person for events, working with outside groups, and representing the Museum at partner meetings and functions. Due to the Museum's current size, the Director of Operations is a hands-on position, not merely a supervisory one. The ideal candidate will gracefully and capably lead by example through outstanding work practices, attention to mission, and professional demeanor.

### Operations

- Overall responsibility of operations of the Museum. Lead by example with a strong work ethic. Nurture a cooperative and professional working environment. Ensure safety, security, and financial integrity in all Museum operations.
- Develop, maintain, and enforce rules, regulations and procedures to ensure successful implementation and adherence
- Manage the space and facility needs, rent payment, and operational requests and requirements of Museum tenants both in buildings and on the Pier
- Oversee retail shops in operations and management

### Accounting

- Working directly with outsourced accounting firm, develop budgets/cash flow predictions and ensure overall financial discipline.
- Manage Accounts Payable (with assistance from outsourced firm) in oversight of departmental submission of invoices and payment in a timely manner.

## Human Resources

- Working with HR consultant, ensure effective and appropriate HR procedures.
- Manage and process payroll and benefits, approve time off and staff hours

## Visitor Services/Ticketing

- General oversight of Visitor Services Manager and Front of House operations including hiring of staff and supervisor(s), fiscal controls, and customer service.
- Manage of ticketing system for web and box office sales for admissions, operational vessels, and special events including swaps and refunds
- Managing coupons and discounts
- Data Tracking and Reporting

## Programming

- Working with staff, create and plan public programs working with all internal departments and outside resources including other cultural organizations, publishers, schools, and other community and national resources

## Marketing

- Oversight of social media, print media and PR contacts
- Approve e-blast copy and promotional content
- Create coupons and discounts for canvassing and partnerships offers
- Development of outside partnerships for admissions discounts special offers
- Work with webmaster(s) for web maintenance and update

## Private Rentals

- Oversight and management of Museum spaces, including Pier 16, galleries, , and Water Street Shops to maximize revenue.
- On-site management for day-of event logistics, including load-in, load-out and point of contact during entire event
- Market, show, and book spaces for rentals for special events, private parties, corporate events, film shoots, promotional events, etc.
- Create and negotiate contracts, revising as needed in concert with legal counsel

## Special Events

- Plan and execute Staff and Volunteer Appreciation Receptions
- Work with Development team to organize Membership, Fundraising and Cultivation Events

## Vessel Charters

- Work with charterers and charter brokers to schedule and sell charters
- Manage contract agreements, invoicing and payments
- Working with charterer on third party catering and event planning
- Follow up and management for cancellations, rescheduling, and refunds due to weather

## Departmental Support

- Financial oversight in cash out, inventory, and financial management
- General operational support of facilities manager

## Community Relations and Outreach

- Connect with downtown and NYC groups and meetings to promote the museum and market information, creating and sustaining strong contacts and building a network

**Essential Qualifications:**

- 3-5 years of non-profit management with direct supervision of staff, preferably in museum or comparable arts organization
- Outstanding leaderships and organizational skills. Ability to manage clearly while creating an effective, positive and fun work environment. Self-motivated and driven.
- Evidence of effective planning and decision-making abilities
- Strong customer service and patron management experience
- Office administration with hands on experience handling HR and Accounting
- Experience with complex multi-department budgets including restricted and in-kind donations
- Management of ticketing, sales and revenue reporting, and daily cash handling
- Proven ability to work well independently and as part of team.
- Ability to multi-task and prioritize responsibilities, work under pressure in fast-paced environment, and interact effectively with wide range of people.
- Outstanding attention to detail, follow-through required.
- Able to work evenings and weekends/holidays as needed.
- Proficiency in Microsoft Office and ticketing systems

To apply, please send resume, cover letter, and salary requirements to:  
[museumhumanresources@gmail.com](mailto:museumhumanresources@gmail.com)

**Post is open until filled, but priority will be given to applications received by 9/12/2014.**