

Public Programs Manager

The Museum of the City of New York fosters understanding of the distinctive nature of urban life in the world's most influential metropolis. It engages visitors by celebrating, documenting, and interpreting the city's past, present, and future.

The Public Programs Manager plays a central role in realizing the departments' ambitious slate of public programs for adults. The Public Programs Manager is responsible for overseeing the day-to-day operations and administration of the department. The Public Programs Manager will provide essential support working with other Museum departments and contributing to the planning and production of individual programs and ongoing series—including liaising with program speakers and performers, ensuring the highest quality of program experience for Museum visitors (both virtual and in-person), and working on marketing strategies for public programs.

Roles and Responsibilities:

- Manage the operational aspects of on-site and virtual public programs, including but not limited to:
 - Oversee on-site coordination of in-person programs, as well as assist with virtual programming
 - Preparing all necessary collateral (playbills, posters, etc.) and event materials (resting slides, etc.);
 - Provide customer service before and during events
 - Coordinating set-up and break down of events as needed (virtually and in-person) working with Facilities and Events department,
 - Welcoming speakers and attendees, being an on-site point person for logistical requests
 - Act as point person for tech needs for events, manage sound check, communicate with IT Consultant
 - Work closely with department interns and Museum staff at events to ensure smooth operation and excellent customer service.
- Manage the administrative aspects of on-site and virtual public programs, including but not limited to:
 - Support Director in development of public programs by conducting research, and providing feedback on program scheduling
 - Create all web pages and ticketing links for programs, including generating event description copy, event images, and any instructional language for attendees
 - Participate in the Museum's weekly operational calendars and event meetings
 - Project manage the department's several seasonal program calendars, both in printed and digital form, from inception to completion.
 - Maintain departmental and program budgets by tracking and managing income and expenses
 - Develop regular reports and analysis following events to research and provide insight on departmental finances and audience metrics using Microsoft Excel and the CRM software Altru
 - Support customer relations for programs via phone and email
 - Work closely with the marketing and communications team to increase public program attendance by marketing programs through printed, electronic, and social media outlets
 - Work closely with the graphic design team to coordinate and produce customized collateral marketing materials
 - Communicate with vendors and processing invoices for payment
 - Coordinate hiring and supervising of department interns, and other departmental staff

Supervisory Responsibility

Oversee department interns.

A successful candidate will have:

- Four-year undergraduate degree in History, Art, Cultural Studies, Marketing, and Communications, or the equivalent combination of education/experience;
- Minimum of two years' experience in public programming, outreach/community engagement, or museum education with experience in events planning, development, and implementation of educational/public programs, preferably at a cultural institution preferred;
- Superior written and verbal communication skills;
- Experience managing budgets;
- Excellent organizational skills, including problem-solving, multitasking, and the ability to work under pressure and meet deadlines;
- Ability to address the public and interact on a professional level with guest speakers, scholars, authors, dignitaries, and others;
- Ability to develop collaborative relationships and partnerships both externally with other organizations to facilities public engagement, as well as interdepartmentally within the Museum;
- Excellent computer skills, including Excel, PowerPoint, and Zoom, and hands-on experience with databases (such as Altru) a plus;
- Enthusiasm for New York City history, arts, and culture.

BENEFITS

The position offers flexible hours, applicant must be available to work weeknights plus weekends, as needed with on-site work, and some remote work available. Competitive benefits package including medical, dental, vision, life insurance, 401K and pension plan and generous paid time off.

HOW TO APPLY

Please email your resume and cover letter to the Museum of the City of New York Attention: Human Resources Department to jobs@mcny.org. To be considered, please include **Public Programs Manager** within the subject line of your email.

The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.

The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. The museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the museum has facilities. The Museum is an AAP employer.