

Assistant Director of Education Operations, FAO Schwarz Education Center

The Museum of the City of New York celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. Founded in 1923 as a private, nonprofit corporation, the Museum connects the past, present, and future of New York City. It serves the people of New York and visitors from around the world through exhibitions, school and public programs, publications, and collections.

In accordance with the mission and educational goals of the Museum of the City of New York, and in service to the communities it serves, the Assistant Director, FAO Schwarz Education Center is responsible for managing and overseeing the business operations and staff of the Museum's education department. An excellent opportunity for an individual interested in systems thinking and/or team management, the Assistant Director serves a critical role in ensuring the smooth operations of a dynamic team so that the Museum can best serve its educational audiences, including K-12 students and students from across the five boroughs of New York City and around the world. The ideal candidate will demonstrate a commitment to diversity, equity, and inclusion, a passion for advancing equity and addressing structural racism within nonprofit organizations, and familiarity with a Culturally Responsive-Sustaining Education (CRSE) framework. The Assistant Director will support the Schwarz Education Center's staff in filling the Museum's Education and Engagement mission and contributing to the future of the city by engaging learners in examining the city's past so that they may understand the present and envision their role in shaping the future.

The **Assistant Director of Education Operations** will be charged with developing and maintaining the operations of the FAO Schwarz Education Center. This role will lead and facilitate the day-to-day operations of the team and the department as it relates to the Museum and the community of students and educators it is charged with serving. The Museum of the City of New York is entering at a pivotal moment in the Museum's history, the Assistant Director of Education Operations for the Frederick AO Schwarz Education Center will report to the Director of the Schwarz Center and will serve a key role in both the Museum's Frederick A.O. Schwarz Education Center and in the organization at large as the Museum prepares for its centennial celebrations in 2023 and lays the foundation for a new paradigm of service.

Responsibilities:

- Oversee daily operation of the department, including responding to emergency or urgent situations as they arise
- Tracking daily progress toward Schwarz Center Goals
- Provides Operational Support for Schwarz Center Staff
- Managing school partnership database and DOE relationships. Share ideas with and receive feedback from donors, community partners, and other stakeholders
- Maintain and cultivate good working relationships with external vendors.
- Manages functional areas (*e.g., program management & communications w/ schools and educators, manages logistics for virtual course delivery and IRL field trips and workshops, Classroom sourcing and scheduling*)
- Developing qualitative and quantitative evaluation methods for all the Schwarz Center's IST (*In School Time*) Programming including helping staff develop evaluations, devising systems for review and collection of data. Assess data and provide feedback to maximize engagement, earned income, and attendance

- Synthesize information and report relevant information with director regularly to ensure decisions and planning are informed by data. Write program reports, contribute to proposals and reports prepared by the Development department, and monitor grant deliverables during project spans
- Assess data and provide feedback to maximize engagement, earned income, and attendance
- Manage department budgets & payroll and maintain systems for the processing of invoices, contracts, expenses, and income
- Project management from concept/initiation to closure
- Monitoring marketing calendar and keeping program promotion on track. Develop a marketing plan and, in collaboration with colleagues from the Museum's Marketing and Communications Department, ensure target goals for promotion and outreach are being met
- Interdepartmental Operations Liaison: *Attends MCNY Ops Meetings, completes ops memos with operations coordinator/Marketing Liaison/IT Liaison. Manages all aspects of event planning for programs including coordinating with facilities and participating staff, IT staff and participants.*
- Facilitate the supply and ordering of educational supplies and inventory
- Conduct administrative functions, including learning the Museum's reservation system (Altru), and overseeing the Operations Coordinator in managing program attendance records, materials, and files
- Suggest new sustainable ideas to further Education and Engagement's strategic initiatives
- Along with all Education and Engagement staff, assist with large-scale Education and Engagement events, including holiday and cultural celebrations, Uptown Bounce, onsite performances, and other events, with involvement including but not limited to developing content and activities, preparing materials, and staffing events
- Present at conferences and network with museum education and non-profit education colleagues across the city, country, and world to learn best practices, connect with colleagues, and increase the visibility of the Museum Participate in advancing IDEA (Inclusion, Diversity, Equity, and Access) goals and the Museum's strategic plan through program creation and in their work with colleagues across the institution and the broader visiting public and community
- Work closely with the Director, Frederick A.O. Schwarz Education Center, and the Vice President, Education and Engagement, to plan and implement programming and larger Education and Engagement initiatives
- And other duties as assigned

A successful candidate will have:

- 5-7 years of professional experience with at least two years managing others
- The ADEO must demonstrate high levels of professionalism, excellent organizational skills, and grace under pressure
- A commitment to diversity, equity, and inclusion and a passion for advancing equity and addressing structural racism within nonprofit organizations
- Demonstrated success in administrative management and systems design
- Proficiency in project management
- Demonstrated success supporting and supervising staff
- A proactive & strategic, can-do approach for achieving goals
- Maturity, humility, strong work ethic, and a roll-up-my-sleeves mentality
- Passion for the potential of Museums to serve communities, in particular K-12 and education audiences
- Excellent communication skills (*verbal & written*) in person and via phone and email
- Excellent editing skills and attention to detail
- The ability to supervise staff and provide constructive, supportive feedback

- Excellent math, computer, and communications skills - proficiency in Word, Excel, and PowerPoint
- Knowledge of Microsoft Office Suite; knowledge of Microsoft Teams, Microsoft SharePoint, Zoom, and Google Meet a plus
- The ability to manage multiple projects and concurrent deadlines
- The desire and ability to nurture a collaborative, supportive & fun working environment
- Ability to work some evenings and weekends for family and school events

Working Conditions

While performing the essential functions of the job, the Assistant Director primarily works Monday-Friday with occasional weekend or evening work required. Work is primarily onsite at the Museum, in an open office plan setting. The Museum environment is fast-paced, and workspaces include the Museum's galleries and classroom spaces. The position requires occasional offsite work in schools and other locations throughout the five boroughs.

Physical Requirements

While performing the essential functions of the job, the employee is regularly required to:

- Stand, traverse, or remain stationary in museum gallery (exhibition) spaces for long periods of time
- Lift and transport education materials, including boxes of paper, guidebooks, and art supplies. Ability to lift a minimum of 20 lbs.
- Travel to offsite locations throughout the five boroughs, including schools
- Remain stationary at, converse through, and use a computer for significant periods of time
- Use computer to see computer monitor screen, and use fine motor skills to use keyboard
- Troubleshoot and manage multiple projects with ease and calm

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Benefits:

- Salary: \$70K
- Competitive benefits package including medical, dental, vision, life insurance, 401K and pension plan and generous paid time off.
- Reciprocal access to participating museums and cultural institutions.

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 **Assistant Director Education** 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 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.