

Education Operations Coordinator

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.

The Education Operations Coordinator serves a key role in ensuring the Museum's Frederick A.O. Schwarz Education Center can serve its audiences by supporting department operations and operating in a customer service role to schedule and coordinate groups for field trips and education programs. The Education Operations Coordinator will serve in an administrative capacity and will report to the Center's Assistant Director of Education.

Entering at a pivotal moment as the Museum prepares for its centennial celebrations in 2023, the Education Operations Coordinator will fulfill the Museum's Education and Engagement mission and contribute to the future of the city by making it possible for students to engage with the Museum's programs, where they examine the city's past so that they may understand the present and envision their role in shaping the future.

Roles and Responsibilities:

- Schedule and process field trip groups and other education program reservations
- Support the Assistant Director in overall operations for the department
- Support the Center's Manager of Student Learning and Experience in daily student group management
- Act as a liaison to Museum staff in preparation for events
- Maintain and order materials for education programs
- Participate in advancing IDEA (Inclusion, Diversity, Equity, and Access) goals and the Museum's strategic plan through their work with colleagues across the institution and the broader visiting public and community
- And other duties as assigned

A successful candidate will have:

- Excellent communication skills in person and via phone and email
- Excellent customer service skills and comfort working with the public
- Attention to detail and outstanding organizational skills required
- Ability to be flexible in approach
- Ability and calm in meeting deadlines and high-volume turnaround time
- Experience in scheduling preferred
- Experience with the New York City Department of Education a bonus

- The ability to manage multiple projects and concurrent deadlines
- The desire to work in a collaborative, supportive environment

Working Conditions

While performing the essential functions of the job, the Education Operations Coordinator primarily works an 8:30am-4:30pm Monday-Friday schedule with occasional weekend or evening work required. Work is primarily onsite at the Museum, in an open office plan setting.

Physical Requirements

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

- Use computer to see computer monitor screen, and use fine motor skills to use keyboard
- Use phone and respond to phone inquiries
- Lift and transport education materials, including boxes of paper, guidebooks, and art supplies. Ability to lift a minimum of 20 lbs.
- Remain stationary at, converse through, and use a computer for significant periods of time
- 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: \$45K, commensurate with experience
- 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 **Education Operations Coordinator** 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.