

**Hudson River Museum
Job Opportunity
Manager, Programs and Operations**

The Manager, Program and Operations reports to the Assistant Director, Finance and Human Resources with a dotted-line to the Assistant Director, Education. As a public-facing staff member of the Museum, the visitor's experience begins with you. You will work closely with the Manager, Visitor Services and Retail to enhance the Museum's visitor experience, support daily programming and amphitheater performances. The Hudson River Museum strives to create an excellent, welcoming experience for all visitors. A preeminent cultural institution in Westchester County and the New York Metropolitan area, the HRM's mission is to engage, inspire, and connect diverse communities through the power of the arts, sciences, and history. We are seeking a candidate with a strong work ethic, the ability to multitask, flexibility, and an interest in working with the public.

This is a full-time position with an annual salary plus museum paid medical, dental and life insurance. The work week schedule is Wednesdays thru Sundays. Friday and Saturday evenings required during Summer Amphitheater season.

What You'll Do:

- Facilitate and execute the Museum's public programs which take place during public hours
 - Work closely with the Assistant Director, Education on program implementation, scheduling and logistics
 - Generate contracts and process payments for performers and agents
 - Coordinate and manage logistics for all public program and ticketed events, working in collaboration with multiple departments
 - Collaborate with Education and Curatorial Staff to ensure in-depth knowledge of exhibitions and programs
 - Work directly with performers and technicians to ensure A/V set-up needs are met for each performance
 - Interact with visitors directly and distribute evaluations to ensure quality experience
 - Collect and interpret data from evaluations on public programs
 - Track attendance at the public programs
 - Be trained on the admissions desk ticketing and POS system, as a back up to the Manager, Visitor Services and Retail
 - Schedule and oversee birthday parties
 - Back up to Planetarium Educator to run pre-recorded shows

- Manage Amphitheater programs
 - Work closely with the Assistant Director, Education to develop Amphitheater series as well as implementation, scheduling and logistics
 - Establish and maintain budget for amphitheater operations and programs
 - Work directly with performers and technicians to ensure A/V set-up needs are met for each performance
 - Introduce performers at opening of program and ensure payment on night of the performance

- Administrative/Operational
 - Prepare Weekend Information Sheet and Weeks Ahead reports for weekly Staff Meetings
 - Print Visitor Guides with current programming and ensure supplies are available at the front desk
 - Print weekend lobby signage highlighting program times and locations
 - Update lobby monitor (PowerPoint)
 - Work in tandem with the Manager, Visitor Services and Retail to provide a coordinated, positive visitor experience
 - Weekend oversight of Security and Maintenance staffs in consultation with Assistant Director, Facilities and Operations
 - Troubleshoot staff IT issues and liaise with third-party network support team

What We Look For:

- A self-starter who is able to speak confidently to audiences of various sizes with a variety of ages
- Proven organizational skills; highly organized and detail oriented; able to juggle multiple projects with occasionally competing deadlines
- Experience with management of large-scale public events
- Sense of humor a must; with a friendly, genuine interest in making the Museum accessible to family and adult audiences
- A proven collaborator and strong team player. Able to work comfortably with colleagues, subordinates and volunteers
- Enthusiastic and energetic
- Excellent communication and listening skills

Education and Skills You'll Bring:

- B.A./B.S. preferred and/or 3-5 years of experience managing, coordinating, and facilitating public programs for a museum or equivalent cultural institution.
- Strong interest in and familiarity with museums, art history, education
- Budget management

- Ability to lead, manage, delegate, and juggle multiple priorities and simultaneously meet deadlines
- Ability to maintain big picture programming initiatives while maintaining minute details regarding specific programs
- Superior interpersonal skills with an ability to work with a range of individuals and departments to adapt and exceed visitor expectations
- Excellent command of Microsoft Office and Google software programs
- Computer and tech savvy
- Bilingual a plus

Benefits:

The Museum provides competitive compensation, and generous benefits and perks for all eligible employees, including:

- Medical, dental, and life insurance
- 403(b) retirement plan
- Paid time off, including annual leave, sick leave, personal days and Museum holidays
- Flexible spending accounts (pre-tax income for eligible health care expenses)
- Discount for staff in Museum shop
- Access and free admission to numerous museums and cultural institutions
- Standard worker's compensation, short-term and long-term disability and unemployment insurance.
- Participation in TransitChek Commuter Benefit program

To apply: email cover letter and resume to employment@hrm.org

THE HUDSON RIVER MUSEUM (hrm.org) is the largest cultural institution in Westchester County and a multidisciplinary complex that draws its identity from its site on the banks of the Hudson River, seeking to broaden the cultural horizons of all its visitors. Accredited by AAM, The Museum collections focus on 19th-century through contemporary American Art; Glenview, an 1876 house on the National Register of Historic Places; Hudson Riverama, an environmental teaching gallery; a state-of-the-art, 120-seat planetarium, and a 400-seat outdoor amphitheater. It presents exhibitions, programs, teaching initiatives, research, collection, preservation, and conservation – a wide range of activities that interpret its collections, interests and communities.

The Hudson River Museum provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Hudson River Museum complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and

conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.