



Position Guide

Chief of Visitor Services, Security and Floor Operations
www.amnh.org



ORGANIZATION: AMERICAN MUSEUM OF NATURAL HISTORY

POSITION: CHIEF OF VISITOR SERVICES, SECURITY AND FLOOR OPERATIONS

REPORTS TO: SENIOR VICE PRESIDENT OF OPERATIONS AND CAPITAL PROGRAMS

LOCATION: NEW YORK CITY, NEW YORK

MISSION STATEMENT

To discover, interpret, and disseminate—through scientific research and education—knowledge about human cultures, the natural world, and the universe.

THE AMERICAN MUSEUM OF NATURAL HISTORY (AMNH)



AMNH is one of the largest and most complex natural history museums in the world. It is a diverse scientific, educational and cultural organization that includes a research enterprise of approximately 200 full time scientists; the Richard Gilder

Graduate School, which confers a Ph.D. in Comparative Biology and a Master of Arts in Teaching with a concentration in Earth science; collections of more than 34 million specimens and artifacts that constitute an invaluable record of life on Earth; one of the largest natural history libraries in the world; 45 permanent exhibition halls; special exhibition galleries in which it displays award-winning exhibitions; and the Rose Center for Earth and Space, which houses the Hayden Planetarium where planetarium shows are shown. AMNH also distributes its scientific and educational content, special exhibitions and planetarium shows to venues in more than 20 countries.

AMNH was founded as a nonprofit corporation in 1869 by a special act of the Legislature of the State of New York and is chartered as an educational institution with its scientific research, educational programs and exhibitions under the auspices of the Board of Regents of the State of New York. The AMNH mission, which reflects a close integration of science and education, is “to discover, interpret, and disseminate—through scientific research and education—knowledge about human cultures, the natural world, and the universe.”

AMNH is located on approximately 18 acres in Theodore Roosevelt Park across from Central Park in the borough of Manhattan in New York City, the largest city in the U.S. It has a growing and diverse population of 8.5 million and the highest tourism of any city in the U.S. , with approximately 50 million foreign and domestic tourists a year. The premises of the Museum that are open to the public include 45 permanent exhibition halls, theaters for symposia and public programs, the library, and the Rose Center for Earth and Space, including the Hayden Planetarium. Other parts of the premises house research laboratories, collections, classrooms, and the Richard Gilder Graduate School. AMNH is open to the public 363 days a year, and admission to the permanent halls and the Rose Center for Earth and Space is on a “suggested” basis. Last year AMNH's overall attendance was approximately 5 million.

AMNH is publicly supported by operating and capital funds from the City of New York and by grants from the City, State, and Federal governments. Additional support comes from individual donations, grants from foundations and corporations, as well as admissions revenue, endowment yield, and ancillary activities.

THE OPPORTUNITY

The Chief of Visitor Services, Security and Floor Operations is a new position that presents an exceptional opportunity for the right candidate to partner with senior internal team members, as well as external relationships, to provide strategic, tactical and operational oversight in three focus areas; Visitor Services, Security and Custodial Departments.

1. Visitor Services – Working with the director of Visitor Services and the full management team, the Chief of Visitor Services, Security and Floor Operations will help to establish and direct strategic, tactical and operational initiatives while working with the management team to direct operations related to the visitor experience to ensure that this experience is customer-driven and that it accommodates and attracts visitors from local, regional, national and international markets.
2. Security – Working with the senior director of Security and the full management team, the Chief of Visitor Services, Security and Floor Operations will help to establish and direct strategic, tactical and operational initiatives while working with the management team to direct the security operations for the Museum and ensure the safety and security of the visitors and staff, collections and artifacts, in both non-public and public space.
3. Custodial Services – Working with the director of Custodial Services and the full management team, the Chief of Visitor Services, Security and Floor Operations will help to establish and direct strategic, tactical and operational initiatives while working with the management team to direct the custodial, shipping and receiving operations for the Museum ensuring effective and efficient delivery of services in both non-public and public space.

The Chief of Visitor Services, Security and Floor Operations reports directly to the Senior Vice President (SVP) for Operations and Capital Programs. In partnership with the SVP, the Chief of Visitor Services, Security and Floor Operations will help to establish strategic plans as AMNH begins the next phase of growth with the opening of the Gilder Center for Science, Education and Innovation, scheduled for 2021. This is an opportunity to lead and build on a world-class visitor experience at one of the largest natural history museums in the world.

POSITION SUMMARY

The Chief of Visitor Services, Security and Floor Operations has leadership responsibility for the operational oversight of the visitor experience of AMNH. This position will work with other management and line staff at AMNH to create and implement ideas and strategies that ensure an outstanding experience for all visitors.

As part of the executive team, this position will help to shape the vision for visitor experience operations in order to maximize the Museum's visitor potential. The Chief of Visitor Services, Security and Floor Operations brings inspiring and collaborative leadership and the willingness and desire to develop and lead a diverse staff.

The Visitor Services Department has approximately 35 directors, managers and supervisors, 40 full-time visitor service representatives, and another 75 part-time staff that provide direct support to Museum visitors.

The Security Department includes 181 staff in total, 25 of which are directors, managers or supervisors, and 156 are uniformed security officers covering assigned security posts and other special assignments in the parking garage, at specific Museum entrances, movers, and control room assignments. In partnership with the Senior Director of Security, the TBD will review and direct security policies and operational orders, investigations, staff training and deployment, special events, NYPD liaison, electronic security systems, and collections security policy and systems.

The Custodial Services Department includes 10 directors, managers and supervisors, and 64 custodial and shipping and receiving staff. In partnership with the Director of Custodial Services (and Shipping and Receiving), the TBD will review and direct staff training, deployment for all public and non-public housekeeping services, equipment management, waste hauling, recycling, extermination services, landscape management (terrace, flower circle) and coordination with NYC Parks.

CANDIDATE PROFILE

We seek a collaborative and inclusive leader who has proven project management skills and has conceptualized and executed large-scale visitor experiences plans or projects.

The candidate will be an outstanding manager of a diverse staff, a good listener and have the ability to help shape and refine a culture of positivity, teamwork and co-ownership of the museum's success, while also possessing solid diplomacy skills, the ability to work across department lines, and the ability to create collaborative, goal-driven relationships.

As one of the senior leadership positions at AMNH, this individual must have strong interpersonal and communication skills and exhibit a polished professional demeanor with executive presence and a persuasive manner. Demonstrated track record of strategic thinking and execution skills is critical. Excellent project management skills and abilities are essential to the success in this role. Strong research, presentation and communication skills are ideal.

Demonstrated experience developing and implementing effective initiatives and strategies to ensure consistent service excellence is a must.

The successful candidate will have a minimum of ten years at a senior management or executive level in a cultural institution, museum, live entertainment or amusement organization managing large-scale operations and leading a diverse team of individuals and skill sets, both in-house and with

collectively bargained staff, and with external contractors. A bachelor's degree from an accredited four-year college or university is required. A graduate degree is highly preferred.

Applications and nominations are being received by Kittleman & Associates, LLC. To apply, please submit a cover letter and resume at <https://www.kittlemansearch.com/the-american-museum-of-natural-history/>

For more information on the American Museum of Natural History, please visit www.amnh.org.

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