



TITLE: Operations Coordinator
REPORT TO: Director of Operations and Rentals
STATUS: Exempt Full-time

El Museo del Barrio, New York's leading Latino cultural institution, welcomes visitors of all backgrounds to discover the artistic and cultural landscape of the Caribbean and Latin America. The richness of Latino cultures is represented in El Museo's wide-ranging collections and exhibitions, complemented by performing arts events, cultural celebrations, and educational programs. A dynamic artistic, cultural, and community gathering space, El Museo is a center of cultural pride on New York's Museum Mile.

SCOPE AND PURPOSE OF ROLE

The operations coordinator to the director of operations and rentals is the primary administrative support to the museum's operations department. They are responsible for organizing the day-to-day administrative operations of the operations department and for coordinating and planning key projects and events as requested by, the director of operations and rentals and facility manager, effectively managing the external and internal communications of the facility and event with focus, energy, and diplomacy. This is a post with a high-level of responsibility, which requires confidentiality. Person must be a self-starter with great initiative that works well independently as well as part of a team.

RESPONSIBILITIES

- Oversee inquiries and request related to internal and external events and building management.
- Prepare and edit correspondence, reports, and typing memos as needed using Microsoft Office, Excel, etc.
- Photocopying, scanning, organizing, and sorting of documents, incoming and outgoing correspondence as needed.
- Coordinate Director of Operations and Rentals, Facility Manager and Production Coordinator appointment/meeting/venue walkthrough and provide tours related to building management, theater, and events as well as scheduling theater loading dock, dressing rooms, catering for rental events, etc.
- Assist in the preparations of materials, meeting and event logistics, equipment arrangements/needs, setup for events and cleanup as needed.
- Provide Support to the Operations Team when needed.
- Receiving callers professionally and promptly, determining nature of business then directing calls. Greeting, announcing, and directing visitors.



- Responding to rental inquiries in a timely, effective, and proactive manner.
- Following up with interested renters to book rentals.
- Researching potential new renters via internet and/or cold calling.
- Providing one-on-one coordination meetings with renters prior to their rental.
- Displaying a positive, professional image. Maintaining a clean, presentable office environment.
- Liaison to Building Management and tenants. Inform appropriate personnel of El Museo events and needs.
- Help manage the Event Pro Calendar and Outlook Calendar.
- Data Entry: Keeping Track of Operations Department Budget on an Excel Document, Rental Attendance, payment tracking, etc.
- Managing, supervising, and executing events as needed.
- Creating and maintaining run of shows, event materials, calendar, and recaps for every event.

QUALIFICATIONS

- 2-3 Year Experience in Rentals and/or Event Planning Preferred.
- 1-2 Year Experience in theater programming.
- Experience operating and troubleshooting basic audio/visual equipment preferred.
- Courteous and pleasant telephone manner with bilingual Spanish/English capability.
- Strong interpersonal skills with the ability to communicate effectively orally and in writing and provide courteous service to co-workers, volunteers, and the general public in a professional businesslike manner.
- Ability to lift up to 40 pounds.
- Able to deal with diverse individuals, solve problems in a positive manner, and communicate information in an engaging manner. Must be able to grasp situations, have good judgment and be able to seek good advice to make necessary decisions.
- Ability to prioritize and multitask and follow-through reliably on assigned projects. Must be able to work with relatively high levels of background noise at times and with frequent interruptions.
- Extremely dependable with the ability to handle confidential information with a professional attitude.
- Always demonstrate commitment and flexibility in order to ensure high quality service. Willingness to learn and apply new skills.



- Computer literate, Internet savvy, and experience using Microsoft Windows, Microsoft Office and Apple products including Word, Excel, and Outlook.
- Must be able to work well independently and as a part of a team.
- Must be available at nights, weekends and holidays when needed.
- Must be available to work Museo annual events such as Exhibition Openings, Museum Mile, Super Sabado, and Three Kings Day.

Salary Range: \$46K- \$50K

Application Instructions

Please send a cover letter and resume via email to jobs@elmuseo.org, with Operations Coordinator. No phone calls, please.

El Museo values diversity in backgrounds and in experiences. El Museo's commitment to a diverse workforce has been a key to our success. In accordance with that commitment, El Museo provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, predisposing genetic information, gender identity and/or expression, military, or veteran status in accordance with applicable federal, state and/or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, transfer, leaves of absence, compensation, and training.