**Asia Society Career Opportunity**

**Location: New York**

**Position: Chief Operations Officer**

**Code 1719**

**Purpose:**

The Asia Society, founded in 1956 by John D. Rockefeller 3rd, is the leading educational organization dedicated to promoting mutual understanding and strengthening partnerships among peoples, leaders and institutions of Asia and the United States in a global context. Across the fields of arts, business, culture, education, and policy, the Society provides insight, generates ideas, and promotes collaboration to address present challenges and create a shared future.

The Asia Society is at an exciting cross-roads, as it reinvents the organization for the new challenges faced in the 21st Century, while maintaining its core mission. Asia Society seeks a dynamic, visionary executive to serve as Chief Operations Officer and lead the operational requirements related to this reinvention.

The Chief Operations Officer serves as the head of the New York Center and finds innovative ways to make the Asia Society a memorable place to visit, in order to increase attendance for public programs and the Museum and sales for the AsiaStore and the Garden Court Café. The Chief Operations Officer is also an Officer of the Asia Society and a key member of the global leadership team. This position oversees and leads overall operational and technology strategy for the global Asia Society network. In that regard, s/he is a partner to all Officers and the global network, supporting their efforts to manage and evaluate staff, improve their own operations and problem solve, including enhancing and strengthening the culture and efficiency of the organization.

**Responsibilities:**

Reinvigorate the New York Center

* Drive strategic thinking around Asia Society’s role as a leading New York cultural institution, building a memorable visitor’s experience for the public and Asia Society members, with a view to increasing general membership
* Work with the Executive Vice President to build the local brand and increase attendance for Asia Society events and in the public spaces
* Rethink strategy and oversee implementation of revenue generating operations, including the retailing, food services and rental business
* Improve facilities in order to create an enhanced experience for the public
* Ensure appropriate data collection in order to allow for better marketing and advertising of Asia Society programs, events and initiatives

Create a virtual Asia Society through a robust information technology platform

* Manage the build of a technology platform that connects the Asia Society global network and creates a virtual Asia Society for the public
* Coordinate the strategic vision with all Asia Society stakeholders and manage the implementation of the platform

Strengthen Asia Society culture and improve global coherence

* Develop and oversee a human resources strategy that aligns with Asia Society’s Global Compact and mission
* Provide strategic leadership in developing the Asia Society corporate culture, to include an annual, strategic global retreat to support overall coordination of the global network

Management

* Oversee the Human Resources, Events and Visitor Services, Information Technology, Data Strategy and Information Management, Building and Security Services Departments and the AsiaStore
* Provide direct oversight to the Directors of these Departments and Chief Merchandising Officer and manage performance planning and evaluation for all staff within these Departments
* Oversee development of the budgets for each Department and with the heads of the Departments monitor spending and revenues throughout the year

**Qualifications:**

* College degree; a master’s degree is a plus
* 10+years of related experience, preferably in the New York City visitor services industry
* Supervisory experience
* Strong oral and written communication skills
* Demonstrated skill in effectively managing across organizations
* Effective at motivating and working with staff who do not have a direct reporting relationship
* Strong project management skills and attention to detail
* Proficiency with Microsoft Office suite

**Compentencies:**

Leadership:

* Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals
* Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

Professional and Results-Oriented:

* Seeks to consistently produce results that achieve goals and objectives
* Conscientious and efficient in meeting commitments and observing deadlines
* Able to work independently with minimum supervision
* Good judgment, tact and discretion
* Ability to translate ideas into action

Collaboration and Teamwork:

* Excellent skills in communicating with people from different cultures, backgrounds, and across time zones
* Works with others towards common purposes to achieve shared goals by developing and maintaining responsive, cooperative and mutually beneficial internal and external relationships
* Acts as a global facilitator to have conversations, exchange ideas and build understanding

Innovation:

* Identifies new and creative ways of doing something or solving a problem that improves, changes and results in value to the organization and constituencies (could be through technology or introducing new ways of thinking)
* Uses technology for impact, reach and efficiency, such as through social media, databases, etc.

Technical Expertise:

* Professional competencies in the related field of work
* Recognizes trends in theory and practice of one’s own technical area and effectively prepares for anticipated changes

Ability to Attract Resources:

* Builds external partnerships, financial and otherwise, to leverage Asia Society’s work and brand

Developing Staff:

* Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods

Managing a Team:

* Plans and organizes work in accordance with organizational and departmental goals
* Builds and manages workforce based on organizational goals, budget considerations, and staffing needs
* Ensures employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems

**How To Apply:**

Please email your cover letter, resume, and salary requirements to [HRjobs@asiasociety.org](mailto:HRjobs@asiasociety.org) Indicate job title and reference code in the subject line. Resumes without cover letters will not be accepted. No phone calls, please. Only those candidates considered for an interview will be contacted. Please regard your resume as having been received unless your email is bounced back.

Asia Society is an equal opportunity employer.

