
THE SHED

423 W 55th Street, 7th Floor
New York, NY 10019

Job Description: Chief Visitor Experience Officer

NOV 20, 2018

About The Shed

Opening in spring 2019 where the High Line meets Hudson Yards on Manhattan's west side, The Shed will be dedicated to commissioning, producing, and presenting the full spectrum of performing arts, visual arts, and pop culture. From hip hop to classical music, painting and sculpture to literature, film to theater and dance, The Shed will bring together leading artists and thinkers from all disciplines under one roof. The building—a remarkable movable structure designed by Diller Scofidio + Renfro in collaboration with Rockwell Group—physically transforms to support artists' most ambitious ideas. Committed to nurturing artistic invention and bringing creative experiences to the broadest possible audiences, The Shed, led by Artistic Director and CEO Alex Poots, will be a 21st-century space of and for New York City.

About the Position

The Shed seeks a Chief Visitor Experience Officer responsible for setting strategy, team management, and collaborating with departments across the organization to create the superlative visitor experience. This position is responsible for current and long-range delivery of quality service to all Shed visitors including visitor services (ticketing, front of house, ushers and member services), group sales and services, retail management, frontline staff service training, visitor and staff logistics strategy, planning and management, and liaison to café/lounge operator. The Chief Visitor Experience Officer reports to the Chief Operating Officer and collaborates closely with senior leadership, ensuring that the visitor experience at The Shed is exceptional before, during, and after every visit.

Key responsibilities include, but are not limited to

- Collaborate with colleagues across The Shed to develop and execute a comprehensive institutional and departmental plan to achieve visitor experience related objectives
- Set vision for service that continually improves the standards for the visitor experience and ensure communication to all relevant staff
- Collaborate with Marketing and Communications, Development, Programming, and other relevant departments to successfully execute the visitor experience role across digital, physical, and service channels

- Develop and implement cross training methodologies designed to enable flexibility within the Visitor Experience service team, as well as enhanced service
- Hire, train, mentor, and evaluate all Visitor Experience staff, who serve as the public face of The Shed and carry out the organization's service goals
- Develop and implement a volunteer program for The Shed
- Develop and implement a building tour program for The Shed
- Develop departmental, annual, and long-term revenue and cost projections; monitor annual budget; and provide executive team with regular updates
- Collaborate with The Shed's protective services functions to ensure that security staff is trained in The Shed's core visitor experience methodologies
- Working with Membership, help to coordinate the successful use of members' benefits that retains this constituency and keeps them involved
- Collaborate with the Technology department to maintain The Shed's ticketing and reservations system
- Work with Marketing and Communications, and other relevant departments, to play a key role in pre-visit, visit, and post-visit information communication to visitors and members
- Collaborate with Programming and other relevant departments to help ensure access programs and services are available, and that the facilities are accessible for people of all abilities
- Participate in the selection of the department's outside vendors, as needed

Qualifications and Qualities

- Bachelor's degree, in relevant field
- Minimum of five years leadership experience in a closely related management capacity
- Mature organizational skills and the ability to build consensus within large cross-functional project teams to deliver results
- Expert communication and presentation skills, as well as a demonstrated track record managing and mentoring a large visitor service staff
- Superb relationship-building skills and diplomacy with internal teams and external vendors
- Creative, strategic thinker with proven project and program management experience
- Experience managing budgets, reporting, and with technology systems for service-focused organization, venue, or similar
- Experience with volunteers, retail, and food service is preferred

Compensation

Compensation will be commensurate with experience. Please provide salary requirements with your application.

Application Process

Interested candidates should submit résumé and cover letter in a single Word or PDF document saved as candidate's first and last name. All submissions should be emailed to hr@theshed.org with "Chief Visitor Experience Officer" in the subject line. Only résumés and cover letters submitted in this format will be reviewed. No phone calls, please.

The Shed is an Equal Opportunity Employer, committed to the goal of building a culturally diverse staff, and strongly encourages applications from minority candidates.