Chief Operating Officer
Job Opening Announcement

Location: San Francisco, CA; In-Person
Status: Exempt Employee, Full-time; on call 24/7
Reports to: Executive Director
Supervises: Various on/off-site contractors; Revision Date: April 2023

Organization Description
The Museum of the African Diaspora (MoAD) is a contemporary art museum whose mission is to celebrate Black cultures, ignite challenging conversations, and inspire learning through the global lens of the African Diaspora. MoAD is the first and only museum dedicated to the celebration and interpretation of art, artists, and cultures from the African Diaspora. Marking its 17th anniversary in 2023, the museum continues to be a unique, cultural arts staple in the San Francisco Bay Area community.

Job Summary
MoAD seeks a bright, charismatic and entrepreneurial Chief Operations Officer (COO) to join the museum’s Executive Team. The COO will report to the Executive Director (ED) and will partner with the Executive and Leadership Team on organizational initiatives, strategic planning, operational and policy decisions to ensure that the museum’s strategic goals are met creatively and efficiently. This position will oversee the operation of the physical space (13,000 sq. ft. on three floors), operational policies and procedures, and manage internal systems to keep staff up and running on a day-to-day basis. As the organization grows, the COO will play a pivotal role in setting and building sustainable and scalable operational standards and the museum’s physical infrastructure to ensure MoAD is able to consistently deliver world class exhibitions and programming as well as fulfilling commitments to staff, funders, community members, board members and institutional partners.

Key Responsibilities
Organizational Leadership (25%)
As an Executive Team member, the COO will have a highly strategic and facilitative role that requires operations expertise, collaboration skills, ambition and exemplary project management and communications skills. They will collaborate with executive members to develop and implement organizational and long-term strategy; provide input on goals and priorities of new program development, budgets, and resource deployment.

Priorities, not limited to but including are:
• Serve as a visible internal leader, modeling organizational values, mentoring others, leading staff meetings, and working in support of current organizational priorities.
• Be a bridge and connect the dots for leadership, staff, and be able to operationalize the museum's strategic priorities.
• The COO will be a trusted advisor to the Executive Director and will liaise with the Executive Team, the BOD and the larger MoAD community.
• Contribute to development efforts, including drafting facilities- or operations-related content for grants, reviewing proposals, establishing and nurturing relationships with key stakeholders and funders, and assisting with special events.
• Build more effective communication, processes and procedures across the museum that will allow the team to build on existing successes.
• Be an advocate for the culture of the workplace. Champion the connections between MoAD's mission and operations at every level and be a positive and effective agent of organizational change.

Facilities (20%)
Ensure our physical space is well cared for, helping create a positive environment for museum staff and visitors.

• Project manager for MoAD tenant improvement projects, ensuring that they meet functional requirements, design standards, time and budgetary constraints.
• Oversee building maintenance, including needed repairs, upgrades, and preventative maintenance; carry out minor repairs or fixes where possible; plan and oversee capital improvements and upgrades.
• Schedule and supervise out-sourced security, janitorial, and other building service providers (e.g., plumbers, technicians, elevator services, engineers, etc.); monitor and manage systems for HVAC and electrical; own and upkeep building permits and plans.
• Maintain positive relationship with landlord and building engineers to ensure proper and effective use as per lease agreement.
• Ensure compliance with current OSHA, City, State, and Federal regulations and other requirements.
• On call 24/7 for building-related emergencies or incidents.

Operations (30%)
The COO will handle key aspects of overall org-wide and office operations, ensuring MoAD's workplace runs smoothly on a daily basis.

• The COO will oversee day to day business support functions and set operational standards that create and maintain effective administrative processes. Ensure successful implementation by engaging the right participants and setting the agenda.
- Create and execute necessary policies, protocols, and workflows to ensure smooth operations of coordinated support services to MoAD’s Mission.
- Serve as communication link between ED and staff in order that internal communications (about policies, direction, decisions, etc.) are followed and implemented with collaboration and deliberateness.
- Work in concert with the ED to ensure the effective operation of the museum in keeping with appropriate standards of quality and excellence.
- Serve as liaison to finance and HR consultants in handling ongoing or routine workflows.
- Collaborate with HR contractor on hiring, on/offboarding, and other staff planning; be a leader in fostering the firm’s culture and in maintaining effective team relationships and high morale.
- Manage IT needs for the organization alongside outsourced contractor; administer e-mail, cloud, internet, and password services.
- Manage ordering of general office supplies, equipment, janitorial supplies, and maintenance supplies as needed.
- Develop annual department budget, oversee ongoing department expenditures and approve expenses.
- Develop and ensure compliance with health and safety processes and procedures, as per local and statewide ordinances, including health safety guidelines specific to COVID.
- Implement operational policies and procedures, in collaboration with the Executive Director.

Strategic Initiatives (25%)

- Engage the Chief Executive Officer, Executive Leadership Team and the board of directors (along with external partners, if necessary) to develop and implement the organization's long- and short-term strategic plans.
- Develop and support implementation of data tracking tools to measure the effectiveness of efforts to support programs, working closely with Program Evaluation and Planning; and
- Lead and manage the annual calendaring process for the organization, providing transparency and accountability.
- Partner with executive leadership team to develop and monitor impact metrics consistent with relevant plans and create a system of ongoing evaluation, ensuring strong work plans and alignment between individual, team, and organizational goals and priorities; formulate and evaluate alternative solutions and/or recommendations to achieve the goals of the program or function.
- Elevate issues about which the ED should be aware and represent the ED’s position to constituents throughout the museum.
• Actively cultivate contacts within the museum field, art world and philanthropic community. Keep abreast of relevant trends. Advise on matters as they are germane to Institutional advancement and the museum's strategic priorities.
• Envision, plan, and execute semi-annual staff retreats to increase integration, support organizational goals, and build team connectivity.

Other duties as assigned.
This job description is not intended to be all-inclusive. The employee may be expected to perform other related duties to meet the ongoing needs of the organization.

Qualifications
• Results/action-oriented; self-directed, highly organized, strategic thinking with strong execution skills.
• 7 - 10 years’ experience proven experience in a management role; business administration, strategic planning, and performance management are essential.
• Organizational and political agility; developed negotiation skills. Highly developed communication skills (written and verbal). Interpersonal savvy.
• Proven ability to analyze and synthesize complex data, manage risk, and guide teams to make informed operation decisions regarding office coordination, facilities management, preferably including non-profit experience.
• Strong vendor management skills, to build and maintain good relationships with outside vendors; supervisory experience preferred.
• Some working knowledge of building infrastructure and maintenance (mechanical, electrical, and plumbing, carpentry, HVAC, etc.)
• Strong understanding of IT infrastructure, with the capacity to quickly learn and master new systems including Administrator role.
• Able to work well with a diverse team across all organizational levels.

Strong candidates may also bring some of the following:
• Experience leading and managing organization wide strategic initiatives and annual planning processes.
• Familiarity with museum environment standards and/or ASHRAE.
• Comfort reading, understanding, and negotiating contracts and leases.
• Experience with CRMs, Blackbaud products, or Altru.

Desired Personal Attributes
• Willingness to roll up your sleeves and get things done, upbeat and energetic attitude with a sense of urgency and good humor.
• Willingness to work hard, set and take direction - but also creatively solve problems for which the answers are not always obvious.
• Nimble; comfortable operating with varying degrees of ambiguity and with broad guidance in a fast-paced environment.
• Good judgement and impeccable capacity to maintain confidentiality.
• Mission driven; demonstrated commitment to cultural diversity and celebration of Black culture, with experience navigating conversations about identity-based issues.

Physical Requirements
• Ability to communicate via phone and email.
• Ability to work at a computer for extended periods of time.
• Ability to stand and walk for extended periods of time, with occasional lifting, carrying, bending at the waist, kneeling, crouching, and reaching.
• Ability to lift up to 50 pounds.

The pay rate ranges from $90,000 – 125,000, full-time (40+ hours), full benefits. Anticipated Start Date: May 2023

To Apply
• To apply please submit a cover letter and résumé to jobs@moadsf.org with the subject: Chief Operating Officer
• All inquiries will be considered and kept confidential. Please, no phone calls about this position.

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In accordance with SFUSD policy, all MoAD employees providing in-person services at MoAD and partner school sites are required to be fully vaccinated against COVID-19; or if they cannot receive the COVID-19 vaccine due to disability or a sincerely held religious belief will instead show proof of a negative COVID19 test administered within 72-hours of the first entrance upon a District school site or facility and every week thereafter.

Diversity makes us stronger. MoAD is committed to diversity in its programming and creating an inclusive work culture and environment that is reflective of the San Francisco Bay Area. We are an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law. Pursuant to
the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.