

Chief Operating Officer

Department: Operations

FT/PT: Full-Time

Job Status: Exempt

Reports to: President & CEO

KEY RESPONSIBILITIES

The Chief Operating Officer (“COO”) oversees a key portfolio for Governors Island, with holistic responsibilities for the day-to-day operations of the Island as well as responsibility for the planning and execution of strategic initiatives that enable the Island to better support visitors, tenants, and the operations of the Trust for Governors Island’s team. This scope includes operations and maintenance of Island-wide facilities and infrastructure (including buildings, roadways, utilities, telecom, waterfront, transit, etc.); transportation logistics including daily ferry service and terminal management; security and public safety; horticulture and landscaping functions across the Island’s world-class park and open space; and other operational matters.

The COO is an essential member of the Trust’s senior team and manages a significant portion of the Island’s annual operating budget and staff. Today this totals five direct reports and approximately 40 full-time employees, including both union and non-union workers, as well as seasonal employees during the highest visitorship months. As such, a high degree of leadership acumen, team building skills, and the ability to work across organizational boundaries and leverage external relationships to achieve results are crucial to success in this role.

As the Island looks forward to significant growth in the coming years, the COO will be responsible for the implementation of business strategies aligned with the Trust’s and will manage teams towards executing on those strategies and maintaining operational excellence for the Island. The COO is responsible for keeping the mission and core values of the Island central to such planning efforts.

Other responsibilities include:

- Managing senior direct reports to ensure coordinated operational excellence across the portfolio, maintaining strong collaboration and communication across departments, and fostering professional development.
- Managing staff and consultants in planning exercises that lead to informed recommendations for projects/investments, with budget and implementation considerations
- Developing and maintaining the operations budget, including regular interaction with the Trust’s finance department
- Identifying and executing efficiency and cost-saving strategies in Island operations.
- Developing, refining, and implementing core policies and procedures for Island

operations, including those related to life-safety and those with regulatory interface with agencies such as US Coast Guard and FDNY

- Leading the procurement, negotiation, and administration of contracts for major operations service providers and operators
- Working with Trust capital staff to develop and implement maintenance protocols and contracts for infrastructure systems
- Developing operations policies and procedures for current and future Island tenants
- Perform other duties as relevant

QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university required. Advanced degree in a related field a plus.

Experience: A minimum of 10 years of experience in management of public spaces, campuses, and/or other public/multi-tenant environments.

Skills and Abilities:

- Commitment to advancing the Trust's mission to make Governors Island an incredible resource for all New Yorkers
- Enthusiasm and curiosity about bringing sustainability and decarbonization into all aspects of the Island's operations
- Creative problem-solving including an ability to synthesize information and form strategies for unique environments
- Superior written, verbal, and presentation skills including an ability to communicate effectively with a diverse range of individuals from public officials to members of the general public
- Excellent analytical and organizational skills
- Demonstrated leadership and management success, including a proven track record managing and supporting teams to achieve strategic outcomes for an organization

Salary Range: \$190-\$210k, commensurate with experience.

Excellent benefits package including paid holidays, sick and vacation time, medical/dental/vision/life insurance, and pension plan with company match.

Location and Schedule: All positions are located on Governors Island. This position is in-person four days a week and remote one day a week.

TO APPLY

Please send a cover letter and resume as a single PDF document to jobs@govisland.org with "COO" in the subject line. No phone calls please.



The Trust for Governors Island does not discriminate on the basis of age, color, disability, genetic information, marital status, membership in an employee organization, military service, national origin, parental status, political affiliation, race, religion, sex (including gender identity), sexual orientation, sexual and other reproductive health decisions, or other non-merit factor.

ABOUT THE TRUST FOR GOVERNORS ISLAND

The Trust for Governors Island (The Trust) is a nonprofit corporation created by the City of New York. It is responsible for the redevelopment and operation of 150 acres of Governors Island. The Trust's mission is to realize the full potential of Governors Island, demonstrating a bold vision for public space. For more information, visit www.govisland.org.