

Chief Operating Officer

Department: Operations

FT/PT: Full-Time

Job Status: Exempt

Reports to: President & CEO

KEY RESPONSIBILITIES

The Chief Operating Officer (“COO”) is the senior executive with comprehensive responsibility for the day-to-day operations of Governors Island, as well as for the planning and execution of strategic initiatives that enable the Trust to operate more effectively and sustainably, and to better support the Island’s growing community of visitors and tenants. The COO is an essential member of TGI’s senior team and manages a significant portion of the Island’s annual operating budget and staff. This portfolio includes operations and maintenance of Island-wide facilities and infrastructure (including buildings, roadways, utilities, telecom, piers and terminals, etc.); transportation logistics and fleet management, including the Island’s daily ferry service; security and public safety; property management processes and services; horticulture and landscaping functions across the Island’s world-class park and open space; operational support of Island initiatives including large-scale events, public programs, and public art; purchasing, IT, and internal office functions; and other operational matters.

Reporting to the COO are three direct reports and approximately 40 full-time employees, including both union and non-union workers. In addition, the team is supplemented by seasonal employees during the highest visitorship months, and includes a significant contracted workforce providing essential security, medical, and transportation services. 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.

The COO will play a major role in supporting the Trust during a significant period of growth, as the Island expands its community of year-round tenants, implements major capital projects, and increases activities and programs for its diverse public audience. The COO will develop and implement business strategies aligned with the mission, values, and goals of the Trust, develop and implement new operating procedures that meet the Trust’s evolving needs, and manage the teams executing on those efforts. This is an ideal opportunity for a strategic operations leader with excitement about Governors Island’s focus on open space and recreation, arts and culture, and climate solutions.

Other responsibilities include:

- Managing senior direct reports to ensure coordinated operational excellence

across the portfolio, maintaining strong collaboration and communication across all Trust departments, and fostering professional development

- Managing planning exercises that lead to informed recommendations for new projects, investments, and operating practices to meet the Island's goals and evolving needs, with budget, staffing, and implementation considerations
- Developing and maintaining the operations budget, including close collaboration with the Trust's finance department
- Identifying and executing efficiency and cost-saving strategies in Island operations and operations of the Trust
- Establishing and maintaining high standards of care and customer service for Island visitors, tenants, partners, concessionaires, open space, and assets
- 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 the 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
- Establishing and maintaining an asset management information system for Island assets and for use in work order functions
- Developing operations policies and procedures for current and future Island tenants and the property management functions supporting them
- Implementing projects and policies that align with the Trust's ambitions to establish the Island as a public, physical example of a sustainable and adaptive urban environment
- 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, multi-building portfolios, and/or other public/multi-tenant environments.

Skills and Abilities:

- Commitment to advancing the Trust's mission to make Governors Island an unparalleled resource for all New Yorkers with a focus on its key pillars of open space and recreation, arts and culture, and climate solutions
- Demonstrated leadership and management success, including a proven track record managing and supporting teams to achieve strategic outcomes for an organization

- Proven financial-management & budget-leadership experience, with related quantitative and reporting capabilities
- Creative problem-solving including the ability to synthesize information and form strategies and make decisions 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
- Success in overseeing and executing large scale operations
- Demonstrated experience identifying, selecting, and implementing scalable systems for public space, facilities, and property management
- Ability to lead with composure when dealing with emergencies and security issues
- Enthusiasm and curiosity about bringing sustainability and decarbonization into all aspects of the Island's operations
- Valid driver's license

Salary Range: \$200-\$225k, commensurate with experience.

Excellent benefits package generous vacation time, medical/dental/vision/life insurance, and retirement plan with company contributions.

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

We realize that not all applicants match 100% of the qualifications for a role. If you meet many but not all the criteria and feel you may be a good fit for this role, we encourage you 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 values the importance of inclusion, accessibility and a diverse pool of applicants. 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 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.