POSITION: Tech/Office Coordinator
CLASSIFICATION: Full Time – Non-Exempt
REPORTS TO: Director of Operations
LOCATION: 212 West 83rd Street, New York, NY 10024
WEBSITE: www.CMOM.org

ABOUT THE CHILDREN’S MUSEUM OF MANHATTAN
The Children’s Museum of Manhattan is a steward of early childhood, helping all children grow and develop into their best selves.

Through our programs on-site, online, and around the five boroughs, CMOM nurtures the next generation of creative global citizens as they learn through exploration and play. CMOM encourages empathy across differences by elevating and providing insight into diverse perspectives and inviting visitors of all backgrounds to join our intentionally welcoming community and create and learn alongside each other. The museum’s program reflects the rich cultural diversity, energy, and resilience of New York City itself and has a special focus on ensuring that its program is available to those families who might not otherwise have access.

Founded in 1973 as a neighborhood organization, CMOM has grown over the years into a beloved destination and resource for children, families, and educators from across the five boroughs and from around the world. The museum welcomes 350,000 visitors each year to its Upper West Side location and engages hundreds of thousands more through its outreach programs in partnership with schools, libraries, shelters, and Head Start centers throughout New York City; its touring exhibitions; and its online tools and curricula.

ABOUT THE POSITION
The Office Support Coordinator will provide support to the Director of Operations and manage the day-to-day office needs of the entire organization. Primary duties include supporting technical needs in all areas, acting as the liaison with third party providers, and collaborating across departments. The ideal candidate will have a strong technology understanding, be able to work well under pressure, love problem-solving, be energized while troubleshooting tech issues, and have professional, effective communication skills across multiple departments.

Schedule: Monday through Friday; 9am-5pm Some major holidays may be required.

RESPONSIBILITIES
- Provide onsite Tech support on all CMOM equipment and systems with our third-party providers (Online Computers, Acme Ticketing, Lightspeed Retail, Chexology Coat Check, etc.)
- Act as the primary liaison between CMOM and OCC (third party service provider)
- Create and maintain lists of all CMOM equipment (laptops, iPads, printers, scanners, monitors, phones, cables, routers, etc.)
- Order office supplies for all departments (printer ink, paper, misc.)
- Order and maintain break room supplies (edibles)
• Misc. tasks such as coordinating drycleaning for reusable materials for public facing departments
• Assist with onboarding tasks with HR Lead (setting up network accounts, first day orientation sessions, etc.)
• Maintain calendars for various departments
• Other duties as assigned

QUALIFICATIONS
• Some proven technological experience required.
• Experience with customer-service operations, preferably in a museum or cultural institution setting.
• Ability to uphold CMOM’s mission and goals.
• Ability to work collaboratively as part of a highly motivated team and foster and maintain a spirit of unity, teamwork, and cooperation.
• Excellent interpersonal and communication skills, both written and verbal.
• Excellent problem-solving skills. Must possess the ability to exercise good judgement, make and implement decisions quickly and soundly.
• Excellent organizational, analytical, and prioritization skills, with strong attention to detail.
• Knowledge of POS/ticketing systems and constituent databases.
• Proficiency in Microsoft Office 365.
• Weekend availability necessary.

COMPENSATION
$45,000 to $50,000/annually. Comprehensive benefits package.

TO APPLY
Please email cover letter and resume to Will Sullivan at VisitorExperience@cmom.org with “Office Support Coordinator” in the subject line.

The Children’s Museum of Manhattan is an Equal Opportunity Employer. Background checks will be completed on all employees.