



The Cathedral
Church of **Saint John**
the Divine

1047 Amsterdam Ave.
at 112th Street
New York, NY 10025

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Director, Public Education and Visitor Services

Mission

The Cathedral of St. John the Divine is the Cathedral of the Episcopal Diocese of New York. It is chartered as a house of prayer for all people and a unifying center of intellectual light and leadership. People from many faiths and communities worship together in services held more than 30 times a week; the soup kitchen serves roughly 26,000 meals annually; social service outreach has an increasingly varied roster of programs; the distinguished Cathedral School prepares young students to be leaders; Adults and Children in Trust, the renowned preschool, afterschool and summer program, offers diverse educational and nurturing experiences; the outstanding Textile Conservation Lab preserves world treasures; concerts, exhibitions, performances and civic gatherings allow conversation, celebration, reflection and remembrance—such is the joyfully busy life of this beloved and venerated Cathedral.

Description

The Cathedral seeks an experienced and visionary leader to oversee the Department of Public Education and Visitor Services (PEVS). The Director, PEVS occupies an important senior leadership role at the Cathedral, supporting its mission to connect people of all ages and backgrounds to its history, traditions, creativity, knowledge, and ideas. This role requires a skilled person who brings innovative perspectives to the content and format of existing programs, and initiates new projects with the aim of engaging existing constituencies in new ways and expanding participation in the Cathedral experience.

The Director, PEVS plays a critical role in realizing the vision for the Cathedral, highlighting this dynamic and inspiring spiritual and cultural destination through programming geared towards tourists, locals, and students of all ages. The person in this position is responsible for increasing engagement, connecting to broader and more diverse audiences, and cultivating new relationships while nurturing existing ties with the approximately 800,000 people who walk through the Cathedral's doors each year.

The Director, PEVS oversees all administrative, managerial, and performance-based aspects of the department. S/he is responsible for strategic planning and execution of key goals across the department's many areas of expertise, keeping them aligned with the Cathedral's overarching mission. This includes welcome, admission, and visitor engagement; educational programming for students, families, tourists and private groups; merchandise selection and customer experience in the Cathedral Shop; and ticketing and hospitality for events.

Reporting to the VP, Cathedral Programming and External Relations, the Director, PEVS oversees a staff of three full-time members (Manager, Community & Educational Initiatives; Manager, Group Tours & School Programs; Manager, Visitor Services), approximately 20 part-time staff and approximately 25 volunteers.

Since the laying of the cornerstone in 1892, the Cathedral has welcomed people from all traditions and cultures. We now live in a time of shifting demographics, changing social behaviors, and groundbreaking technology, all of which present significant opportunities and challenges for the Cathedral. We have a responsibility to evolve to meet this moment: to be a Cathedral for the 21st century – and where anyone can find their place.



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Key Duties and Responsibilities

- Provides leadership for the Public Education and Visitor Services team and aligns all aspects of the department with the Cathedral's mission and goals
- Develops and oversees department budget
- Compiles reports for Executive-level leadership regarding PEVS budget, initiatives, systems and performance, providing analysis and proposing strategies for improvement
- Collaborates with other Cathedral departments to design marketing campaigns, create online content and build programming in support of ongoing and special exhibitions
- Cultivates and promotes important external partnerships, including other cultural institutions, the tourism industry, schools and educational organizations, and the local community
- Identifies and addresses strategies that will lead to increased visitation numbers, participation in educational programs, and engagement with ongoing and special initiatives
- Conducts evaluation of school programs, visitor experience, and online content to ensure compliance with departmental and institutional goals, curricula standards, and industry-wide best practices
- Works with full-time team to develop and execute training for part-time Educators, Visitor Services Assistants, and volunteers
- Serves on Cathedral-wide cross-functional teams to promote interdepartmental cooperation

Qualifications

- MA in Arts Administration, Education or related field, or equivalent experience, required
- A minimum of seven years' management experience (mid- or senior level) in a cultural institution and a proven record of leading diverse teams with creativity and innovation
- Prior experience and sincere interest in hospitality and customer service
- Project management experience and the ability to conceive, build and manage partnerships
- Sense of humor, entrepreneurial spirit and willingness to try new things
- Excellent written and oral communication skills, strong organization and attention to detail
- Ability to interact with a wide range of people and personalities of all levels within and outside an organization in a professional and flexible manner
- Schedule includes a five-day work week with occasional early mornings, late evenings, weekends and holidays as needed
- The ability to stand or sit for long periods of time, lift up to 30 lbs, and occasionally be outside in all seasons
- Comfort with Microsoft Office Suite and basic computer skills required
- Fluency in languages other than English is a plus

To apply

- Please send your resumé and a thoughtful cover letter to jtiebout@stjohndivine.org.
- For more information about the work of the Cathedral and our Public Education and Visitor Services department, please visit The Cathedral's website: <http://www.stjohndivine.org/visit/>