Wing Luke Museum Mission: We connect everyone to the dynamic history, cultures, and art of Asian Americans, Native Hawaiians, and Pacific Islanders through vivid storytelling and inspiring experiences to advance racial and social equity.

Position Title: Chief Operating Officer

Reports to: Executive Director

Rate of Pay: $124,000 - $140,000 annually, DOE

Classification: Exempt, Salaried, Full-time

Benefits: WLM offers a comprehensive package, including health (medical, dental, vision) and life insurance, Long Term Disability, AD&D, 403(b) participation, 12 paid holidays, and PTO (paid vacation and sick leave). Staff enjoy museum membership and discounts at the Marketplace and programs.

Application Details: Preference given to applications submitted by November 30, 2022

Position Summary:

The Wing Luke Museum’s Chief Operating Officer (COO) directs all operational and administrative areas of the museum. As a member of the museum’s Executive Team, this position is responsible for planning, implementing, and analyzing the organization’s operations and business plan and other strategic initiatives. Utilizing the distributed leadership approach, this position supervises the Director of Finance and HR, Director of Technology and Infrastructure, Director of Museum Services, and Marketing Manager.

Responsibilities:

EXECUTIVE TEAM Member of the Executive (Exec) Team, which is responsible for developing the museum’s strategic plan in conjunction with the Board of Trustees to advance the museum’s mission and values. The Exec Team is a collaborative team responsible for planning, implementing, monitoring and analyzing the organization’s strategic plan and other strategic initiatives. This position will research and analyze potential operations and business opportunities as they arise. Exec Team is also responsible for determining the organization’s protocols, directives and operating structure.

OPERATIONS Direct all operational and administrative areas for the museum and its affiliate companies to ensure efficient and effective operations across departments. Oversee finance, payroll, risk management, HR, facilities, IT, safety, museum services which includes security, visitor services, marketplace, the event usage program and volunteer coordination and marketing including branding and advertising. Facilitate cross-area operations and coordination, including museum-wide events and museum/Chinatown-International District (C-ID) neighborhood events. Actively address and oversee institutional response to pandemic, disaster gentrification, and Asian American, Native Hawaiian, and Pacific Islander (AANHPI) Hate. Directly supervise three directors and one manager.
• **FINANCE AND HR**
  Oversee all of the museum’s financial planning and operational needs including accounting, budgeting, financial reporting, tax issues, annual audit and planning, investment management including the museum’s investment policy, and payroll. Determine initial annual operating goals, budget parameters and budget timelines with the Director of Finance and HR. Present final budget for approval and budget recommendation to the Executive Director and the Board of Trustees Finance Committee. Review and approve all monthly financial reports. Review all weekly check runs and sign all AP checks. Oversee company payroll including reviewing and approving bi-weekly payroll. Staff and help lead the Board’s Finance Committee. Review all major contracts and agreements. Identify, review, and oversee all risk management responsibilities, including insurance needs, review of current policies for appropriate staff and officer coverage. Oversee, monitor and update the museum’s safety protocols with the safety co-leads. Oversee all aspects of Human Resources with the Director of Finance and HR, including recruiting and retention, policies and procedures, training and employee handbook updates, compensation, performance evaluations, employee relations, conflict resolution, and maintenance of payroll and personnel files. Ensure compliance with all local, state, and federal labor laws. Monitor legal matters and consult with counsel or HR third party vendors as necessary. Manage benefits program and work directly with broker. Supervise the Director of Finance and HR.

• **FACILITIES AND IT**
  Oversee all infrastructure and technology areas of the museum including facilities, building management, museum’s computer network, fire systems, phone system, internet connectivity, security system, safety, and inventory. Determine and set annual and three-year capital needs with the Director of Technology and Infrastructure. Supervise the Director of Technology and Infrastructure.

• **MUSEUM SERVICES**
  Oversee the museum’s front of house including security, visitor services, the marketplace, event usage program and volunteer program. Determine and set annual marketplace and event usage revenue goals with the Director of Museum Services. Ensure focus is on providing the highest level of customer service with professional staff and a consistent excellent experience for all visitors. Assist development team with budgeting, marketing, planning, assigning staff roles for the signature development events (including auction/gala and house party). Facilitate strong cross-departmental operations and coordination for museum-wide events as well as museum/C-ID neighborhood events (including Lunar New Year Fair, JamFest, Hai! Japantown, Asian American Santa, exhibition openings, etc.) and work with the Volunteer Coordinator on volunteer needs for these events. Supervise the Director of Museum Services.

• **MARKETING**
  Oversee all marketing efforts including determining and setting annual strategy development in support of Exhibits, Education Tours, Programs, and Community Engagement efforts, annual marketing plans, branding initiatives, PR, advertising and the museum’s website and social media platforms. Determine annual marketing budget and supervise the Marketing Manager.

• **PROPERTY ASSOCIATION I**
  Staff the WLAM Property Associations. Oversee risk management of properties, including building insurance.

• **PROPERTY ASSOCIATION II**
  Member of the Homestead Home Project Taskforce and Project Lead for the development component and ground level community spaces of the Homestead Home project. Oversee all operational needs for the Homestead Home. Represent the museum and participate in C-ID neighborhood conversations as they relate to preserving the integrity of historically significant spaces, as needed.
Attend Board of Trustees and Auction Committee meetings. Other duties and special projects as assigned.

Ideal Attributes:

This individual leads with vulnerability and openness and holds business development expertise and capital investments acumen. The COO has a strong understanding of and experience using distributed leadership techniques, is people oriented, has high accountability balanced with a sense of humor. A systems thinker and doer, this individual has a demonstrated commitment to just community development and mitigating disaster gentrification. Professional and/or personal experience working with AANHPI communities and/or Seattle’s Chinatown-International District a plus. Be an enthusiastic WLM Ambassador!

Qualifications:

- 10 years of professional experience in finance management, with a minimum of five years in senior financial and operations management experience.
- Non-profit arts and culture experience preferred, including non-profit strategic or business planning or equivalent experience.
- Experience with Human Resources including the management and professional development of employees.
- Some experience with facilities and IT oversight preferred.
- Marketing experience a plus.
- Bilingual and multilingual skills valued.
- Available for evenings and weekends as necessary.

COVID-19: All employees must be vaccinated or provide weekly negative PCR tests.

To Apply (no phone calls, please):

Please e-mail letter of interest and resume to: jobs@wingluke.org. Preference given to applications submitted by November 30, 2022.

Museum Overview:

As a National Park Service Affiliated Area and the first Smithsonian affiliate in the Pacific Northwest, the Wing Luke Museum offers an authentic and unique perspective on the American story. Nationally recognized for our work in creating dynamic, community-driven exhibitions and programs, we put our community at the heart of each exhibition we create. The stories you see and hear within our walls are their authentic experiences and perspectives. From the struggles of early Asian pioneers to accomplished works by national Asian American, Native Hawaiian, and Pacific Islander (AANHPI) artists, their contributions give us a look at what it means to be uniquely American. Our 60,000 square foot facilities offer three floors to tell our communities’ stories, with contemporary galleries showcasing both temporary and permanent exhibitions as well as preserved historic spaces accessible only through our daily guided tours. Beyond our walls, we tell the story of our neighborhood, Seattle’s Chinatown-International District, and activate and steward multiple sites throughout the area. While economically challenged, it is a historically and culturally vibrant area, and we see ourselves as a neighborhood concierge and an economic anchor for the nearby small businesses. From restaurants to statues that you might not otherwise notice, there are layers of history and significance that are waiting to be uncovered. Wing Luke Museum offers guided neighborhood tours and events that will encourage you to discover stories and tastes both on and off the beaten path. For more information, please visit www.wingluke.org.

The Wing Luke Museum is a 501c3 organization. We are committed to diversity, equity, inclusion, accessibility, racial and social justice. BIPOC candidates are encouraged to apply.