



Position Title: Chief Operating Officer (COO)

Primary Location: 121 N. Pershing Avenue, York, PA

Status: Full-time, Exempt

Reports to: President & CEO

Compensation

The salary range is \$90,000 - \$100,000 commensurate with experience, plus an attractive benefits package.

Summary

The York County History Center is entering a pivotal phase of institutional growth, including expanded public engagement, complex operations, and increasing expectations from visitors, funders, and the community. To support this next chapter, the History Center seeks a **Chief Operating Officer (COO)** to serve as a senior executive partner to the President & CEO and to oversee the organization's day-to-day operations.

The COO is responsible for translating strategic priorities into effective operational execution. This role provides leadership across visitor engagement, education, public programs, rentals, retail, front-of-house services, safety, and institutional systems that support exceptional guest experiences. The COO ensures that programs and operations are aligned, well-resourced, data-informed, and delivered with excellence.

As a member of the senior leadership team, the COO collaborates closely with colleagues in Advancement, Finance, Marketing, Collections, and Facilities to integrate operations across the History Center's museum, library, and archives and to advance its mission as a dynamic cultural destination.

Key Responsibilities**Organizational & Operational Leadership**

- Serve as a strategic partner to the President & CEO in operational planning, execution, and continuous improvement.
 - Provide leadership and oversight for all visitor-facing and public engagement operations.
 - Build and sustain a collaborative, accountable, and service-oriented organizational culture among staff and volunteers.
 - Develop and manage divisional budgets in collaboration with the CEO and Finance team.
 - Establish operational policies, procedures, and performance standards that support institutional goals.
 - Oversee risk management, safety, and security protocols, including emergency preparedness, training, and compliance.
 - Perform other duties and assume additional responsibilities as assigned by the President & CEO in support of organizational priorities.
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Visitor Experience & Front-of-House Operations

- Design and oversee a cohesive end-to-end visitor experience—from pre-visit engagement through post-visit follow-up.
- Oversee reception, visitor amenities, admissions, POS systems, and guest engagement technologies.
- Ensure high standards of customer service across all public touchpoints.
- Implement systems for data collection, evaluation, and reporting to inform decision-making and support grants and funder reporting.
- Coordinate with Advancement and Marketing to ensure data sharing supports relationship building and audience development.

Education, School Programs & Public Programs

- Provide executive oversight for school programs, public programs, tours, and interpretive experiences.
- Supervise and support program managers in developing offerings that are innovative, mission-aligned, and audience-centered.
- Ensure school programs meet applicable state educational standards and support EITC reporting requirements.
- Foster productive relationships with advisory committees to guide program development and evaluation.
- Encourage experimentation with technology and new delivery models to expand reach and relevance.

Revenue-Generating Operations

Museum Store

- Oversee museum store operations, including purchasing, merchandising, pricing, inventory control, and sales reconciliation.
- Align retail strategy with mission, audience interests, and revenue goals.
- Supervise online store operations and promotional calendars.

Rentals & Events

- Oversee rentals and events operations, including marketing, customer experience, logistics, and coordination with facilities staff.
- Ensure rental activities support earned revenue goals while reinforcing the History Center's public image and mission.
- Develop strategies to grow weddings, corporate rentals, and special events.

Measurement, Reporting & Continuous Improvement

- Establish clear performance metrics, benchmarks, and success indicators for all operational areas.
- Review and analyze participation, revenue, and impact data on a regular basis.
- Report operational performance and trends to the President & CEO and Board as appropriate.
- Use data and feedback to drive continuous improvement across programs and services.

Qualifications

- Senior-level leadership experience in a museum, cultural organization, nonprofit, or comparable visitor-focused institution.
- Demonstrated success overseeing complex operations, teams, and public-facing programs.
- Strong financial acumen, including budgeting and revenue management.
- Experience leading managers and building high-performing teams.
- Commitment to inclusive, community-centered engagement and excellent customer service.
- Excellent communication, organizational, and problem-solving skills.

Education & Experience

- Bachelor's degree required in nonprofit management, business administration, public administration, museum studies, education, or a related field.
- Master's degree preferred (e.g., MBA, MPA, MA, or equivalent).
- Minimum of 7–10 years of progressively responsible leadership experience in a nonprofit, cultural institution, government, education, or related organization.
- Demonstrated experience managing complex operations, cross-departmental teams, and institutional systems in a mission-driven organization.

How to Apply

To apply, submit your application to Benjamin Neely, President & CEO, via bneely@yorkhistorycenter.org.

Please include:

1. A cover letter expressing interest in the position and giving brief examples of past related experience.
2. A résumé.
3. The names and contact information for three professional references able to evaluate the candidate's leadership and work, indicating their relationship with the candidate.

Applications will be accepted through March 15, 2026.