

GREEN-WOOD

Position:	Manager of Retail and Venue Operations
Department	External Relations
Reports to:	Senior Director of External Relations
Location:	The Green-Wood Cemetery, Brooklyn, NY
FLSA Status:	Exempt
Schedule:	Full-time. 40 hours a week. Schedule will evolve to meet operational needs. During the pre-launch phase, hours will primarily be Monday-Friday, 9am-5pm, to support planning, training, and cross-departmental coordination. Following the opening of the Green-House, the schedule will shift to a more flexible structure, including regular weekend and evening coverage aligned with retail and rental operations, as well as occasional holidays as required.
Salary:	\$80,000 - \$90,000 (commensurate with experience)

ABOUT THE OPPORTUNITY

The Green-Wood Cemetery is a National Historic Landmark, accredited arboretum, cultural institution, and active cemetery spanning 478 acres in Brooklyn. As Green-Wood continues to expand how it welcomes, serves, and engages the public beyond its historic grounds, it will open The Green-House at Green-Wood in April 2026—a new building designed to serve as a welcoming front door for retail, visitor services, and private rentals.

The **Manager of Retail and Venue Operations** plays a critical role in launching and shaping this next phase of public engagement. This position offers the opportunity to build systems, set service standards, and lead retail and rental operations in a new and evolving space.

This role is ideal for a thoughtful operator who enjoys creating structure from the ground up, balancing strategy with hands-on leadership, and delivering exceptional visitor experiences aligned with Green-Wood’s mission.

WHAT YOU WILL DO

Lead the strategy, planning, and day-to-day execution for retail and earned-revenue operations, including merchandise, flowers, seasonal pop-ups, and visitor food and beverage offerings with accountability for performance tracking, forecasting, and continuous improvement.

- Oversee private event rentals at the Green-House and select Cemetery venues, including coordination and partnership with Green-Wood’s exclusive caterer and ensuring high-quality execution from inquiry through close-out and after care.
- Manage retail merchandising, including setting standards, tracking inventory and sales, overseeing reorders, and monitoring budgets, invoicing, and performance reporting.
- Direct front-of-house visitor operations and supervising part-time Welcome Associates to ensure consistent service delivery, on-site readiness, and serving as the escalation point for service or operational issues.
- Establish and refine workflows, service standards, and operational systems for retail and rentals in a new visitor-facing facility.
- Maintain the master calendar for Green-House activities and coordinate schedules across departments to ensure alignment and operational continuity.
- Drive long-term growth and expansion of retail and rental services across the Cemetery campus and website, including developing merchandise tied to signature public programs.

- Exercise sound independent judgment in planning, prioritizing, and executing retail and venue operations in sync with departmental goals.
- This role is expected to evolve as Green-House operations scale and may include expanded leadership responsibilities, including supervision of an additional full-time staff.

WHAT YOU WILL NEED TO SUCCEED

We're seeking a candidate who brings:

- 3–5 years of experience in visitor services, retail operations, hospitality management, or a related public-facing role.
- Strong operational knowledge of retail, visitor services, and/or event operations, including inventory management, purchasing, POS systems, budgeting, and reporting.
- Demonstrated experience supervising part-time or hourly staff and supporting consistent, high-quality customer service.
- Proven ability to build workflows, service standards, and operational systems in a new or evolving environment.
- Strong organizational, planning, and problem-solving skills.
- Excellent written and verbal communication skills, with the ability to work effectively across departments and with external vendors.
- Customer-focused approach with a demonstrated ability to create welcoming, inclusive visitor experiences aligned with institutional values.
- Familiarity with New York City's cultural, hospitality, or historic landscape.
- Valid driver's license (or the ability to obtain one prior to start).

A plus if you bring...

- Bachelor's degree in hospitality management, business administration, arts administration, or a related field (or equivalent professional experience).
- Experience with platforms such as Shopify and/or Raiser's Edge.
- Prior work in a nonprofit, cultural, or mission-driven organization.

HOW WE'LL MEASURE SUCCESS

Success in this role will be measured by:

- A smooth and successful launch of retail and rental operations at the Green-House.
- Consistent, high-quality visitor experiences and customer service.
- Effective retail performance, inventory management, and reporting.
- Well-coordinated private events that meet Green-Wood's quality standards.
- Strong collaboration across departments and with external vendors.
- Readiness to scale operations as Green-House programming expands.

WHY YOU'LL LIKE WORKING HERE

- A one-of-a-kind workplace where history, art, nature, and public life intersect.
- The opportunity to help launch and shape the **Green-House**, a major new public-facing space and a cornerstone of Green-Wood's future.
- A collaborative, mission-driven culture that values thoughtful service, creativity, and operational excellence.
- A role with real ownership—where your ideas help set standards, systems, and visitor experience practices from the ground up.
- The chance to work across departments and contribute to an institution that balances preservation, innovation, and community connection.

HOW WE SUPPORT YOU

Green-Wood offers a comprehensive benefits package to support and recognize your contributions:

- **Salary Range:** \$80,000–\$90,000
- **Benefits and Perks include:**
 - Generous paid time off (holidays, vacation, personal leave)
 - Comprehensive medical, dental, and vision insurance
 - Employer-paid life insurance
 - Optional insurance plans (life, disability, etc.)
 - Flexible Spending Account (FSA)
 - Commuter benefits
 - Free on-site parking

Additional Information

Mission Statement

Green-Wood is a living cemetery that brings people closer to the world as it is and was, by memorializing the dead and bringing to life the art, history, and natural beauty of New York City.

Equal Employment Opportunity & Pay Transparency

Green-Wood is an equal employment opportunity employer that prohibits discrimination against applicants and employees on the basis of race, color, religion, sex, gender, national origin or ancestry, age, disability, pregnancy, sexual orientation, gender identity, marital status, domestic partner status, military or veteran status, citizenship status, and any other basis or characteristic protected by federal, state, or local law.

As required by NYC law, the salary range for this position is disclosed. Actual salary will depend on experience, education, and qualifications.

Physical Demands/Working Conditions

This role involves working in a public-facing environment, occasional outdoor walking across the Cemetery's hilly terrain, and the ability to lift and move light materials. Evening and weekend work is required during events.

How to Apply

If you're excited by the opportunity to shape visitor experiences, build thoughtful retail and service operations, and help launch a new public-facing space at a historic cultural institution, we'd love to hear from you. Apply now to play a key role in bringing the Green-House to life and advancing Green-Wood's mission to preserve the past, enrich the present, and inspire the future.

Please submit your resume and cover letter to [hiring@green-wood.com](mailto: hiring@green-wood.com).