



Job Title: Chief Administrative Officer

Department: Executive

Supervisor: CEO

Applicants can submit a resume via e-mail to careers@javitscenter.com

The Javits Center is considered the busiest convention center in the United States, hosting the world's leading conventions, trade shows, and special events on Manhattan's West Side. These large-scale events have generated billions of dollars in annual economic activity for New York City and New York State, supporting thousands of jobs in and around the facility. Located on 11th Avenue between West 34th Street and West 40th Street, the iconic structure has played a prominent role in New York's recovery and resurgence, and with a state-of-the-art expansion project recently completed, the venue features more than 850,000 square feet of total exhibition space, two new floors of meeting room space, a rooftop pavilion and terrace, as well as a range of catering, sustainability, and technology services.

Position Summary:

Reporting to the CEO, the Chief Administrative Officer (CAO) is a strategic executive responsible for leading the Center's administrative, human capital, and show labor functions. This role is paramount in fostering a people-first culture and ensuring the organizational infrastructure supports the Center's mission and growth objectives. The CAO will design and execute high-impact, long-term strategies across human resources, organizational development, and general administration, directly contributing to the Javits Center's status as a world-class venue. This is a highly visible leadership role requiring exceptional strategic acumen, a deep commitment to employee engagement, and a proven ability to drive operational excellence. The Chief Administrative Officer is instrumental in collaborating with the leadership team to create a unified approach to optimizing the organization's culture and comprehensive growth strategy.

The hiring range for this position is \$250,000.00 - \$300,000.00 annually (paid on a bi-weekly basis). The rate of pay offered will be dependent upon the candidate's relevant skills and experience.

This role is eligible for an annual performance bonus with a target of 20% of base salary, based on overall organizational performance and individual performance, and subject to the terms of the applicable bonus plan.

Interested candidates must be willing to work full-time onsite at the Javits Center.



Essential Functions:

- Lead Human Resources and people strategy.
- Provide executive oversight of the Show Labor department, including direct leadership of the VP of Labor Relations & Show Operations, and ensure alignment across labor strategy, show operations, and organizational priorities.
- Develop and execute a comprehensive human capital strategy that aligns with the CEO's vision and the long-term business goals of the Javits Center.
- Champion and drive a people-first culture built on transparency, inclusion, high performance, and recognition.
- Implement innovative employee engagement and retention strategies to foster a sense of belonging and commitment across all levels.
- Oversee a proactive, future-focused talent management lifecycle, encompassing best-in-class recruitment, onboarding, performance management, and succession planning for critical roles.
- Design and implement robust learning & development programs that strategically invest in employee competencies, leadership pipelines, and upskilling, ensuring the workforce is agile and future-ready.
- Strategically lead social impact and culturally engaging initiatives across the organization, ensuring programs related to talent acquisition, employee development, and community engagement are deeply rooted in equitable practices and foster a truly inclusive environment.
- Evaluate compensation structure, leveraging competitive total rewards (including base, variable pay, and benefits) as a strategic lever to attract and retain top-tier talent while ensuring pay equity and organizational fiscal health.
- Directly link employee engagement, training, and talent development metrics to the Javits Center's operational quality and guest service standards, ensuring the people strategy is a clear driver of exceptional customer experience and client retention.
- Ensure organizational adherence to all labor laws, ethical practices, and HR best practices, serving as the ultimate custodian of employee equity and safety.
- Continuously evaluate and optimize the Javits Center's organizational structure to maximize efficiency, collaboration, and scalability in anticipation of future growth and changing business needs.
- Provide executive leadership and strategic direction for administrative projects, ensuring high-quality execution and effective resource allocation.
- Design and drive a performance management strategy that moves beyond annual reviews and is centered on continuous feedback, goal alignment (cascading from the CEO's objectives), accountability, and high-impact individual and team performance to inform career progression and compensation decisions.



- Oversee and elevate hiring practices for the Labor groups at Javits, including negotiating collective bargaining agreements (CBAs) with unions and implementing best practices across teams.
- Lead and manage the DEI and employee/supplier diversity program, including strategy, measurement, stakeholder engagement, and continuous improvement.
- Establish and expand internship pipelines and industry partnerships with universities and HBCUs to strengthen recruiting, workforce development, and brand presence.
- Oversee employee benefits and services for all Javits team members, including administrative staff, part-time employees, and union trades, ensuring an inclusive, consistent, and high-quality employee experience.

Top Priorities:

- Design and implement the right strategy to establish a “Best Place to Work” culture and environment.
- Ensure compliance with legal, regulatory, and internal administrative controls related to Human Resources.
- Understand the budget and performance metrics of the Javits Center and its assets.
- Identify administrative risks and implement mitigation strategies.
- Support board and governing body reporting and administrative needs.
- Track operational performance indicators and prepare executive reports, recommend improvements based on data, audits, and best practices.

Experience and Qualifications:

- Extensive progressive leadership experience in HR/organizational development within large, complex organizations (typically 15+ years), including at least 5 years in a senior executive (VP or C-suite) role.
- Demonstrated experience developing human capital and organizational culture.
- A proven track record of strategic leadership over core HR functions: Talent Acquisition, L&D, Compensation & Benefits, and Employee Relations.
- Exceptional executive-level communication, negotiation, and interpersonal skills, with the ability to influence stakeholders at all levels, including the Board of Directors.
- A strategic and analytical mindset, capable of leveraging data to drive decision-making and measure the ROI of human capital investments.
- A bachelor’s degree in business administration, public administration, Human Resources, organizational leadership, or a related field is required; an advanced degree (PhD, MBA, or MA) is highly preferred.



Equal Opportunity Employer: NY Convention Center Operating Corporation (NYCCOC) provides equal employment opportunity without discrimination or harassment on the basis of race, color, national origin, religion, sex, age, disability, pregnancy, alienage or citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation, or any other characteristic protected by applicable law. NYCCOC prohibits retaliation against individuals who engage in protected activity.

In adherence to our commitment to fostering an inclusive and accessible workplace, the Javits Center extends its dedication to providing reasonable accommodations. Candidates requiring adjustments during the application process or employees seeking workplace accommodations are encouraged to liaise with our Human Resources department. Our organization is unwavering in its resolve to ensure equitable opportunities and a workplace environment characterized by support and fairness for all.