

the Columbia Museum of ART

JOB DESCRIPTION

Title: Facility Operations and Systems Manager

Reports To: Chief Financial Officer

Purpose: To implement a high standard of facility operations and management that ensures institutional freshness, effectiveness, and longevity for the Columbia Museum of Art.

Responsibilities: The overall management of museum security and maintenance operations, facility systems, plaza supervision, and the implementing of facility use policies. Supervising multi-disciplinary teams of staff including cleaning, maintenance, grounds and security.

Primary Responsibilities include but not limited to:

1. Maintain routine standards in opening and closing the facility and have comprehensive knowledge of all facility systems.
2. Supervise security officers and ensure proper management of security console operations.
3. Supervise maintenance and housekeeping staff and contract service and ensure facility is well-maintained and meets environmental, health, and security standards.
4. Direct and manage the Protective Services and Maintenance operations: responsible for hiring, training, supervising, and developing staff. Promote by example and mentor all aspects of high customer service standards for staff.
5. Monitor, record, and adjust all HVAC systems. Daily review of the HVAC humidity log to monitor for any dips or spikes in real time, reporting to Curatorial Registrar on causes and actions. Weekly submission of humidity log to Curatorial Registrar with variances highlighted, reasoning behind variance, action steps taken to correct issue.
6. Administer and maintain solar panel and AV systems, including auditorium AV booth operations and loft system. Ensure staff is fully trained as needed by providing initial and refresher instruction and by creating user and troubleshooting guides.
7. Manage museum's technology, technology outsourcing, and communication equipment needs to ensure that the resources are focused and allocated in appropriate ways to increase effectiveness and reduce administrative costs in all areas of the museum. Acts as the museum liaison with the external technology and communication equipment vendors.
8. Communicate project status, safety, dates, concerns and updates in a timely, clear, organized, and complete way.
9. Manage facility plans in recording system revisions, manual changes, and specification changes.
10. Serve as the internal manager for all construction projects and plaza maintenance; works with external building consultants.
11. Monitor and evaluate that agreed-upon work done by staff or contractors has been completed satisfactorily or follow up on any deficiencies.
12. Assist with special events and program set-ups and break downs; ensure security officer and housekeeping staff are scheduled and clear on responsibilities.
13. Develop and direct all facility security and fire and life safety systems manuals and procedures. Work with Communications on crisis communications plans. Maintain the Protective Services Manual and the Emergency Disaster Plan.
14. Manage department budgets and all assigned service contracts, monitoring to control expenditures.
15. Compile and keep up to date, on an annual basis, an inventory of the museum's hard assets, which are furniture, computers, cabinets, machines, etc., for insurance and depreciation purposes. Manage the ordering of office

- equipment for departments in consultation with Chief Financial Officer. Calculate and compare costs for required goods or services to achieve maximum value for money.
16. Act as the facility liaison with the City of Columbia on all fire, police and Boyd Plaza grounds-keeping. Monitor all activity. Also represent the museum at the City Center Partnership Public Safety Committee meetings.
 17. Create a strong external vendor list for all aspects of operations.
 18. Responsible for allocation of office space and supervision of department moves, coordinating with external resources as needed.
 19. Create and request sufficient project bid proposals and negotiate contracts following best practice guidelines.
 20. Annually forecast and provide planning and financial assessment for facility operations, growth needs, and long-range planning.
 21. Research and make recommendations for building energy efficiencies.

Secondary Responsibilities include:

1. Making recommendations and performing other tasks as requested by the Executive Director.
2. Assists in museum administration as requested.
3. Perform other duties as assigned.

Working Conditions: Standard art museum environment; exposed to dirt, noise, chemical, mechanical and electrical hazards associated with operations; occasionally subject to adverse weather conditions when maintaining outdoor areas and installations. Must be able to lift, push, pull, support and carry loads of 50 lbs. Position requires climbing ladders and scaffolding and operating electric lifts.

Job Type: This is a full-time, exempt position. Hours outside of normal museum operations as required.

Knowledge and Experience: This position requires a minimum of seven (7) years' experience in facility maintenance or equivalent field, with three (3) years in a supervisory capacity. Position requires a sound background in institutional operations and facility systems, with staff management and supervisory skills a must. Position calls for an understanding of the overall standards in museum management.

Skills and Abilities:

- An understanding of the industry standards of art museum management and the inherent cultural mission
- Ability to implement changing directives as developed by the museum's curatorial, educational, and development programs
- A working knowledge of electrical, mechanical and HVAC systems
- Demonstrated leadership, staff management, and supervisory skills
- Communication and influencing skills, in person and in writing
- Analytical and problem-solving skills
- Attention to detail but also the ability to see the implications for the bigger picture
- A solid background in computer use and technology and AV systems operations
- Understand and maintain solar operations Self-direction and the ability to work in a team atmosphere
- Ability to lead and manage teams and projects
- Lead by example in all security and maintenance staff management
- Understanding of facility plans
- Ability to read financial statements and forecast budgetary needs
- A knowledge of contractual negotiation

General:

- A great facility manager is an excellent listener and communicator whose goal is to create and enhance the culture and facilities that reinforce the museum's strategic goals. Must be a great listener and exemplify the CMA experience promises.
- Be a positive employee and an advocate for the museum, interacting courteously and respectfully with others, internally and externally. Ability to work collegially with other staff and partner across departments to achieve common objectives.
- Should have passion for the job and the museum and is creative, innovative, agile, and flexible. A highly motivated team player who is enthusiastic and proactive, and who thrives in a fast-paced environment.
- Possesses a strong sense of urgency, priority, and follow-through. Can work independently, anticipate needs, and manage multiple tasks and assignments simultaneously.
- Discretion and sound judgment are required. Maintains the highest professional and ethical standards.

Qualified candidates should submit their resume and a cover letter via email to Jeanna P. Dixon-McCray, Executive Services Administrator, at jdixon-mccray@columbiamuseum.org.