Operations Manager

*This is a general description, and duties may vary based on the museum's specific needs. It’s always important to tailor position descriptions to fit your organization's unique needs and culture.*

Position: Operations Manager, Facilities Manager

Reports To: Business Manager, Collections Manager, or Deputy Director

Potential Staff Reporting to this Position: Site Manager, Security, IT, Housekeeping, Contractors (food service/shop)

Job Description

The operations manager is responsible for maintaining, safely, and improving the museum's physical facilities. This role requires a combination of technical, managerial, and administrative skills.

Responsibilities:

1. Site Operations: Overseeing the maintenance and repair of the museum's facilities, including land, buildings, grounds, and equipment.
2. Safety and Compliance: Ensuring the museum complies with collections management policies and procedures, as well as health and safety regulations. Developing and implementing overall emergency policies and procedures.
3. Budgeting: Preparing and managing facilities budgets, including forecasting costs, controlling expenditures, and facilities planning.
4. Vendor Management: Coordinating with vendors and contractors for facility services such as cleaning, security, and landscaping.
5. Team Management: Supervising facilities staff and providing training as needed.

Qualifications:

* Experience in facilities management or a similar role, preferably in a museum or similar setting.
* Knowledge of health and safety regulations.
* Strong organizational and project management skills.
* Excellent communication and leadership skills.
* A degree in facilities management, engineering, or a related field may be beneficial but is not always necessary.

# Skills

Consider the following set of essential skills that museum operations managers need. Even without direct experience in a similar position, someone with these skills could accomplish the tasks by leveraging the following:

1. Leadership: Providing guidance, training, and support to ensure effective operations.
2. Interpersonal Skills: Managing relationships, including negotiating contracts, overseeing work quality, and ensuring compliance with standards and regulations.
3. Collaboration & Communication: Effectively conveying information, priorities, and concerns.
4. Problem-solving: Developing and implementing preventive maintenance programs to proactively address equipment and building maintenance needs, reduce downtime, and extend the lifespan of museum assets.
5. Adaptability: Adapting to changing needs, priorities, and challenges.
6. Critical Thinking: Ensuring compliance with relevant laws and regulations and maintaining a safe and healthy work environment.
7. Technical Proficiency: Familiarity with facility management software, building automation systems, and technology solutions for monitoring and controlling building systems, tracking maintenance activities, and optimizing facility performance.
8. Attention to Detail: Ability to develop and manage budgets, track expenses, and prioritize expenditures for maintenance, repairs, renovations, and capital improvements while ensuring cost-effectiveness and alignment with organizational goals.
9. Practical Application: Understanding of building systems and maintenance procedures, including HVAC (heating, ventilation, and air conditioning), plumbing, electrical, fire protection, security systems, and structural components, to ensure museum facilities' proper functioning.