

Glazer Children's Museum

JOB DESCRIPTION

Director of Exhibits and Facilities

Position Summary:

The Director of Exhibits and Facilities is responsible for the successful, innovative, and high quality exhibit and building experience that reflects our values and continues the Museum on a path of innovation and quality to meet and exceed the needs and expectations of our constituents. The Director of Exhibits and Facilities works with senior management to identify strategic goals and manage a long-range interpretive and operational exhibit plan.

The Director of Exhibits and Facilities is responsible for the management of new exhibit projects, care and maintenance of existing exhibits. Scope of responsibility includes supervision of operations department staff, external professional services contractors, and exhibit contractors & fabricators. The key objectives for this position are to provide a well-designed, quality exhibit experience, ensuring that exhibits are consistently functional, engaging, safe, clean, and welcoming at all times for guests of all abilities.

The successful candidate possesses strong knowledge in universal design, exhibit fabrication, facility maintenance, and building systems. Position requires an aptitude for quick and effective problem solving, preventative maintenance planning, attention to detail, and technical aptitude in repair, electronics, woodworking, painting, and trade skills. Task management with an emphasis on delegation to direct reports is critical. Administrative, organization, and advanced communication skills must be consistently practiced. This is a full-time, exempt position reporting to the Chief Operating Officer

Essential Functions:

Exhibits:

- Hire, train and supervise qualified, focused, and enthusiastic fabrication and technical staff or project-based contractors
- Develop and Manage RFP and bid processes for various contractors / vendors as needed
- Manage new exhibit fabrication projects from concept to installation including internal project management/owners rep work as well as liaising with vendor project managers
- Lead designers, fabricators, and installation contractors as needed on new exhibit builds or refurbishment projects

- Collaborate across departments (Education, Marketing, and Development, etc.) on exhibit development, content, production, operation, accessibility, and ongoing maintenance
- Maintain an ongoing annual exhibit maintenance program to sustain optimum exhibit experience and continuous refurbishment of exhibits and components
- Maintain system to track and reduce exhibit downtime, establish procedures for common fixes, parts list, etc.
- Coordinate all exhibit related technical or content deliverables with various departments as required
- Serve as lead on all traveling exhibit projects, developing plans, equipment and staffing needs for traveling exhibit installs / dismantle
- Ensuring adequate back stock is maintained to limit exhibit downtime
- Proactively identify needed exhibit improvements and work collaboratively to determine best ways to address and implement
- Remains current in best practices and trends in exhibit development, experiential design, traveling exhibit opportunities, accessibility/inclusion, and facilities management
- Collaborate with Director of Education for exhibit educational content, pedagogy, and staff training

Facility & Operations:

- Responsible for successful and secure opening & closing of facility on a daily basis
- Hire, train and supervise operation and exhibit staff to perform necessary building and exhibit upkeep, maintenance, quality assurance, and resource management
- Interface with various contractors, volunteers, staff, and external governmental entities to facilitate the public and private opening of the Museum
- Develop clear and comprehensive operational guidelines, reporting, and procedures for staff and volunteers including but not limited to building emergency procedures, security, health and safety, material handling, crowd management policies, and preventative maintenance plans.
- Develop comprehensive guidelines for regular maintenance of building systems and design and clear and accurate ongoing records of such systems as elevator, HVAC, phone systems, data systems, building keying and access
- Ensures exhibit and operations team is well prepared for facility emergencies and is well versed in emergency protocols
- Design and implement a comprehensive training & annual re-training program for all maintenance staff
- Implement effective evaluation methods and monitoring processes for all operational aspects
- Upkeep of interior and exterior condition of building

- Responsible for performance and compliance with all local, state, OSHA requirements, inspections and regulations related to the facility
- Responsible for inventory monitoring, ordering as necessary, and receiving deliveries to the facility
- In partnership with Chief Operating Officer and Director of Guest Experience, act as liaison to selected external vendors by coordinating with related parties for select facility rental, special events, and food / catering needs

Administration / Management:

- Manage departmental and project budgets in excess of \$500,000 including budget formulation, annual allocation, expense tracking, administrative purchasing forms, and expense reporting for self and team
- Manage, monitor, schedule, and act as main contact to appropriate external contractors for exhibit and facility maintenance, annual inspections (fire, sprinkler, extinguisher, grease trap, elevator, lift, etc.)
- Maintain an effective relationship in working with the City and County's various departments to assist as required in coordinating events, parking, and access issues
- Initiate or attend coordination meetings as necessary with neighboring organizations and City departments
- Set and deliver team work schedules, manage and approve PTO requests, manage payroll approval and deliver coaching / performance reviews as required
- Maintain right staffing to cover all Museum operating hours and special events within allocated budget
- Management of facility related RFP's, contractual relationships, and annual maintenance plans / agreements
- Maintain functional records of all exhibit development, repairs, manuals, parts lists, and master paint book
- Assists CFO in fixed assets management/records in preparation for annual audit
- Maintain working and up-to-date exhibit and operational manuals and new hire training guides
- Facilitates regularly scheduled walkthroughs, stakeholder meetings, and team meetings.
- Actively assesses usage patterns and seeks feedback from Education and Guest Services departments on guest

Non-Essential Functions:

Other duties as required

Education/Training:

- Post-high school / Associate's level education or equivalent with a minimum of 5 years' director level experience in a comparable sized facility / cultural attraction / entertainment venue
- Hands on experience in exhibit design and fabrication, building mechanical systems, electrical systems, training in safety and material handling procedures is also required
- Demonstrated ability to safely operate fork lifts, scissor lifts, exhibit shop equipment & tools
- Ability to effectively manage a department of five or more direct reports
- Knowledgeable in building, construction and fabrication language, terms, materials, and techniques

Experience/Skills:

- Must have up to date knowledge of trends in facility management and best practices.
- Possesses aesthetic, design, and creative skills.
- Working knowledge of ADA Standards & requirements
- Ability to write, compare and analyze RFP's, bids and contracts
- Ability to assess needs, plan, develop, and negotiate scope of work, pricing and contracts with contractors, vendors and subcontractors.
- Possess knowledge on HVAC, building controls software, audio visual, plumbing, electrical, lighting and fire safety equipment and instructions.
- Possess working knowledge of the safe operation of all tools & equipment in an exhibit shop.
- Strong interpersonal and collaboration skills with staff, visitors, volunteers and community partners.
- Excellent verbal and written communication skills and ability to communicate with all internal and external stakeholders regarding departmental logistics and operations.
- Creative problem-solving skills; proven ability to recommend and implement process improvements and new initiatives;
- Strong organizational and time management skills and superior attention to detail.
- Advocate for equity, inclusion and diversity including non-English speakers and individuals with physical challenges or special needs
- Proficient computer skills including Microsoft Office, Word, Excel, third party apps, lighting controls, CAD, Illustrator; proven ability to learn new systems and software.

Mental Skills and Abilities:

Math – college level ability; to calculate variables, formulas, ratio and proportion; to use practical application of fractions, units of measure, percentages, and statistics.

Reading - Ability to read and understand technical journals, manuals, reference books, legal documents, drawings, CAD renderings, instructions, and financial reports / budgets.

Writing - Ability to write business email / letters, expositions, summaries, training manuals and reports using proper format and conforming to rules of punctuation, grammar, diction and style.

Speaking - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussion; and to participate in panel discussions using clear and distinct speaking voice with appropriate pauses and emphasis, correct pronunciation, and variation in word order.

Reasoning Ability - Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of instructions; to plan work and develop procedures; to learn and/or evaluate information in order to make judgments and decisions. Ability to collect data, define problems, establish facts, and draw conclusions.

Communication - The ability to relate to people in situations involving more than giving and receiving instructions. Ability to communicate via multiple methods to multiple parties in an effective and timely way

Direction, Control and Planning - Adaptable to accepting responsibility for the direction, control, or planning of an activity. The employee may be in a position to negotiate, organize, direct, formulate practices, or make final decisions.

Influencing - Adaptable to influencing people in their opinions, attitudes, or judgments. The employee may be in a position to motivate, convince, or negotiate with both internal and external constituents.

Performing Under Stress - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting. Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are required for task completion.

Repetitive, Continuous - Adaptable to performing repetitive work, or to continuously performing the same work, according to set procedures, sequence, or pace. The employee may perform work that is inherently of a repetitive nature.

Variety and Change – Adaptable to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Several duties in a job that require significant differences in technologies, techniques, procedures, working conditions, physical demands, and/or situations constitute this factor.

Physical Demands:

- *Heavy Work* - Exerting up to 40 pounds of force regularly and/or up to 25 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another.
- *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Manual dexterity & fine motor skills* - Picking, pinching, or otherwise working with fingers.
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Hearing* - Perceiving the nature, intent or meaning of sounds.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by body for long periods of time when needed.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.

- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
 - (a) Clarity of vision at 20 inches or less.
 - (b) Clarity of vision at 20 feet or more.
 - (c) The ability to judge distance and space relationships.
 - (d) The ability to identify and distinguish colors.

Other Requirements:

- Schedule flexibility for evenings, weekends, and holidays
- *Travel* - will require occasional travel
- Valid State Driver's License

Supervision/Contacts:

- Receives supervision from Chief Operating Officer or his/her designee
- Supervises all operational and exhibit staff and other permanent or temporary staff necessary for the successful operation of the Museum
- Supervise all project based maintenance staff, fabrication staff or contracted vendors
- Regular contacts and supervision with contractors and their employees

Environment:

- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside or outside
- Work schedule may include weekends, evening, holidays
- Must have the ability to go to Museum after-hours for emergency situations

Tools and Equipment Used:

- Regular use of exhibit shop tools, heavy machinery, lifts, building systems, and hand tools.

I certify that I have reviewed and understand all of the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities, requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any

employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.

Employee Signature

Date