

FACILITY MANAGER

Job Responsibilities and Guidelines

Reports to Director of Operations and Facilities

Objective: To oversee the day-to-day upkeep and maintenance of all facets of the museum operations and the museum properties

PRIMARY RESPONSIBILITIES

The following responsibilities are not listed in any specific order and therefore no one responsibility has more or less importance to the success of our operation. All responsibilities are critically important to our day to day operations and should be viewed as such.

- Handling guest inquiries and/or complaints to the best of his/her ability keeping in mind the company's goal of exceeding our guests' satisfaction. Always presenting yourselves in a professional and controlled manner. Assisting with all groups and/or tour buses as well as special events. Greeting and interacting with guests to exceed their expectations.
- Ensure the museum is prepared for that day's business by doing an initial walk through inside and out and checking for and jotting in facility log book:
 - Ensure all inter-actives are in good working order.
 - Ensure all lighting and displays are operating properly.
 - Check entire museum for safety concerns and hazards.
 - Walk the property and inspect for issues and areas needing attention either for maintenance or repairs in house or outside contractors.
- Maintain a daily journal of all interactives possibly not functioning properly and the approximate date/time of total repair.
- Communicate all repair needs to the Directors and Collections team for determination of action.
- Perform basic maintenance on all museum systems such as video, touch screen interactives, back office systems, HVAC, life safety systems and monitor periodic service requirements.
- Assist in exhibit maintenance as required by collections management and facility.
- Coordinate with the Director on outside services such as landscaping, fire and safety programs, preventative maintenance, carpet cleanings, etc.
- Perform usual and required painting and building upkeep as directed by the Director.
- Perform power washing of building, sidewalks, windows and mats as needed to keep a clean, fresh appearance.
- Perform normal maintenance and repairs as directed within qualifications of the work to be done. Seek professional services where necessary through Director of Operations and Facilities for other repairs.
- Assist in maintaining storage facilities for organization and safety.
- Be on call for emergency situations that may arise during off hours and report time

- of arrival to the Director of Operations and Facilities for proper compensation.
- Perform any other duties and responsibilities as assigned by the Director not covered above that may develop over time and be added to the basic job description list.
 - Maintaining the museum through periodic, regular “walk-throughs”, which include light cleaning of the museum. During the walk-through, attention should also be given to any guest who may need assistance. Restrooms, classrooms, galleries, parking lot and outside grounds should also be checked during these walk-throughs making sure they are clean, neat and stocked with necessary supplies. These walk-throughs should be done on an hourly basis or after large groups and customers have exited the facility.
 - Meet regularly with Museum Directors to discuss industry best practices and to review policies and procedures related to the overall maintenance and safety needs of each building.
 - Maintain inventory of all maintenance-related equipment and supplies.
 - The Facility Manager will be responsible for utilizing personnel, equipment and systems to ensure maximum productivity and safety at the facility. In partnership with Collections, Education, Gift shop and Special events the Facility Manager will identify short-term fixes for critical issues and long-term solutions for high impact issues in order to reduce operational costs.
 - Oversee the planning and scheduling of daily maintenance activities to include opening/closing the facility, cleaning crew, repairs and any special projects.
 - Adhere to the approved annual budget for museum maintenance.
 - Provide a weekly status update to the Director of Operations and Facilities on any completed or pending maintenance work.
 - Serve as a primary contact for facility-related emergencies which may require involvement after normal business hours to supervise resolution of any issues.
 - Maintain inventory of all maintenance-related equipment and supplies.

Education and/or Experience

High school diploma or GED. Knowledge of Standpipe/Sprinkler Operation and Maintenance as required by the Fire Department of the Charlotte, CLT and Mecklenburg. Knowledge of fire panel operation and life safety evacuations.

Fork lift certificate is desirable or must be attainable.

Understanding of maintenance facility management with a minimum of 2-3 years of maintenance-related experience.

Knowledge, Skills and Abilities

- Demonstrated knowledge of maintenance, operation, troubleshooting and repair of mechanical/electrical systems, HVAC equipment, security and fire safety systems.
- Demonstrated knowledge of tools and machinery common to facilities maintenance.
- Willingness to work a flexible schedule when required.

- Ability to organize and prioritize multiple projects.
- Strong interpersonal skills.
- Superior management and vendor relationship skills.
- Highly self-motivated and independent with excellent time management skills.
- Familiarity with local health and safety regulations, building codes and standards.