

# Job Description



An Equal Opportunity Employer

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| <b>Job Title:</b>           | Facilities Manager  |
| <b>Division:</b>            | Operations  |
| <b>FLSA Classification:</b> | Exempt  |
| <b>Reports to:</b>          | Director of Operations/CFO  |
| <b>Revision Date:</b>       | March 2017  |
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| <b>Primary Purpose:</b>     | Ensures all building systems are properly maintained, creates a safe and secure environment, and that the building's appearance reflects the care and importance taken in presenting all aspects of the Museum's programs and exhibitions. Is responsible for the safe, secure, effective, and efficient monitoring and operation of the Museum's overall physical plant including HVAC, plumbing, electrical and mechanical systems. Works with a variety of departments to coordinate and evaluate Museum operations, policies, procedures, and to ensure proper maintenance and safety procedures are implemented to safeguard staff, visitors and Museum property. Provides overall management for facility maintenance and property through planning, budget control, staff training, scheduling and evaluation.   |
| <b>Essential Functions:</b> | <ul style="list-style-type: none"> <li>• Regularly inspects Museum buildings and grounds to ensure proper maintenance and operations in compliance with safety codes and sound business practice.</li> <li>• Supervises Facilities personnel. Schedules staff for prompt and effective cleanliness, operations and maintenance of grounds, buildings, and systems.</li> <li>• In consultation with Facilities Maintenance staff and Best Practices, develops and maintains Museum preventive maintenance program.</li> <li>• Promptly alerts appropriate members of Museum Management of major trouble areas concerning maintenance or repair issues.</li> <li>• Maintains an effective web based work order system.</li> <li>• Develops and maintains departmental budget. Performs budgetary tracking and decision making for department expenses.</li> <li>• Supervises outside contractors contracted by the Museum to perform preventive maintenance, repair, or installation of new equipment/renovations for the Museum.</li> <li>• Functions as project manager for construction projects. Coordinates the bid process, budget and schedule with architects, engineers, general contractors and sub-contractors as needed. Ensures contractor compliance with all applicable Museum policies and procedures.</li> <li>• Communicates verbally and in writing with staff, Executive Team, Board Members, local government offices as well as private entities in regard to long-range infrastructure requirements and ongoing compliance for the Museum's sites.</li> <li>• Develops and implements policies and procedures related to facilities management, grounds keeping and custodial/janitorial support.</li> <li>• Functions as the Museum Emergency Management Planner. Develops and deploys the Museum's Emergency Management Plan, in cooperation with other staff members. Coordinates with local Norfolk Emergency Operations Center as required.</li> <li>• Serves as the Incident Commander during emergency situations.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Uses best practices to troubleshoot and repair building systems equipment and the physical plant in a timely and cost effective manner.</li> <li>• Administers and performs preventative maintenance on building systems at all Museum locations.</li> <li>• Initiates/makes repairs and/or adjustments to correct problems found during daily operations preventive maintenance inspections and through work requests.</li> <li>• Responds to work requests in a timely manner to eliminating recurring problems.</li> <li>• Performs work on special projects as necessary to support the Museums' mission.</li> <li>• Provides guidance and general supervision to various trades' technicians within the Department.</li> <li>• Orders parts and supplies as required, maintaining stock and inventory control.</li> <li>• Complies with safety and environmental procedures and all applicable codes and regulations of governmental agencies.</li> <li>• Ensures that the facility staff is familiar with the location and safe operation of physical plant equipment and tools.</li> <li>• Maintains accurate records/documentation on building systems equipment, environmental controls, and other physical plant operations.</li> <li>• Inputs and updates the web-based automated work order system as needed.</li> <li>• Serves as the focal point for all after-hours facilities related issues. Makes key decisions on urgency of need and directs the appropriate response.</li> <li>• Manages snow removal operations during inclement weather.</li> </ul> |
| <p><b>Required Education/Experience:</b></p> | <p>Must have 5+ years progressive experience in facilities management, engineering, or related, including supervision of technical staff. Must have strong mechanical aptitudes, great attention to detail, excellent verbal and written communications skills, and strong interpersonal skills. Must have excellent negotiation and contract management skills, and be able to manage multiple projects simultaneously. Experience managing complex projects (construction and maintenance) is required.</p> <p>BS in related discipline is preferred, as is technical knowledge of HVAC, electrical and/or plumbing trades.</p>   |
| <p><b>Working Conditions:</b></p>            | <p>This is a full-time position (8 AM - 5 PM, Monday - Friday) and is expected to be on-call 24/7. Exposed to various environments throughout the facilities, ranging from a quiet office to noisy industrial requiring PPE. Will be subject to frequent interruption.</p>  |
| <p><b>Physical Requirements:</b></p>         | <p>Must be able to lift and carry awkward items weighing up to 50 lbs. Requires intermittent standing, walking, sitting, squatting, stretching, and bending throughout the workday. Must be able to see and hear, or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.</p>  |