AUBURN
Human Resources

Dir, Museum Operations

Job Description

JOB INFORMATION

Job Code	AB24
Job Description Title	Dir, Museum Operations
Pay Grade	LM11
Range Minimum	$61,750
33rd %	$76,160
Range Midpoint	$83,360
67th %	$90,570
Range Maximum	$104,970
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

Job Family:	Libraries, Archives & Museums
Job Function:	Curator

JOB SUMMARY

Reporting to the Executive Director of the Jule Collins Smith Museum of Fine Art, the Director of Museum Operations leads the Operations unit, managing complex operational matters of the museum and its grounds to include a 40,000 square foot structure with complex infrastructure systems specific for art stewardship and approximately seven acres of land with outdoor sculpture, walking paths, and a pond, accessible seven days/week and visited by thousands of guests annually. Serves as a key member of the museum's senior leadership team, collaborates on the implementation and execution of high-optics operational matters toward implementing the Museum's vision of a highly creative, outward-facing, visitor-centered institution in service to the university, the region, and the nation that welcomes everyone to explore, experience and engage with the visual arts.

RESPONSIBILITIES

- Directs and manages the museum's complex facility operations and information systems, ensuring proactive and timely implementation of sound practices, systems, internal controls and applicable audits. Advocates, recommends, and oversees implementation and training of new programs and concepts relative to safety, technology, compliance, and reporting requirements.
- Ensures the efficient, timely, and proper operations and maintenance of the facilities and grounds, infrastructure, supplies and equipment, information technology, and custodial services. Develops and manages the maintenance plans, procedures, contracts and activities of the museum. Regularly inspects all areas of the site for cleanliness, orderliness, safety, ease of passage, and aesthetic quality, identifying and resolving issues. Directs, initiates, tracks and verifies work orders to correct deficiencies and perform preventative maintenance tasks. Oversees, monitors and manages building conditions, especially ensuring exacting temperature and humidity standards are monitored and maintained in the galleries and art storage areas. Directs and oversees overall performance and maintenance of the lighting, fire, security, HVAC and telephone systems, along with internet, parking, pest control, water/pools, landscaping and custodial services. Identifies, develops, maintains and analyzes metrics of systems and functions for reports and short- and long-term planning. Manages service contracts and regularly documents performance appraisals to ensure that vendors are meeting contractual requirements and adhering to polices and procedures. Participates in exhibition installation and striking planning regarding gallery painting, loading dock use and other related matters.
- Ensures museum operations are in alignment with Auburn University Risk Management and Campus Safety and Security, In collaboration with those offices and various museum units, drafts and manages the museum security program, including an emergency action plan (EAP), to protect the facility, collection, staff and the public. Serves as safety coordinator, working closely with university colleagues to ensure museum compliance. Develops and implements policies and procedures, training and communications to address risk management issues such as responding to fire alarms, theft, illegal entry, vandalism and removal of objects

RESPONSIBILITIES

	on exhibit and to provide guidance to museum staff. Selects and manages the security company and guards, and in collaboration with the Visitor Services and other museum units, evaluates them. Responsible for building(s) access and key distribution and tracking of both while maintaining accurate records. Coordinates and ensures ADA and accessibility compliance for the museum. Conducts staff, volunteer and vendor training on basic roles and responsibilities, industry practices, safety and evacuation procedures outlined in the EAP and museum operating polices. Provides high quality and timely customer service.
•	Ensures high quality service and customer satisfaction, particularly collaborating around the numerous events at the museum each year, including set-up and breakdown, audio and IT needs, custodial support and security to ensure functions are implemented in a professional, safe and timely manner. Provides other support to the occupants of the museum by evaluating their usage of the facility, ensuring needs and expectations are considered and met. Serves as the primary liaison between the museum and Facilities by understanding and communicating operational efficiencies and needs, as well as directing, coordinating and overseeing the completion of work and repairs. Serves as the point of contact with internal and external constituents, including third-party vendors, communicating about work progress, answering potential questions, responding to issues in a timely manner, and ensuring construction, maintenance and/or repairs are completed to contract specifications.
•	In collaboration with the Communications and External Relations unit in particular, manages the audio-visual/information technology program of the museum, drafting and implementing approved short- and long-term plans, goals and objectives, including acquisition of equipment, software and hardware that will provide a strong infrastructure to facilitate effective operations and programs. Coordinates efforts with museum staff to identify and propose solutions for current, new, and expanding programs. Selects, manages, develops and evaluates the AV/IT staff to ensure that the museum's requisite functions are performed effectively. Ensures the timely and correct processing of requests for cell phones and other AV/IT equipment. Responsible for the operation and maintenance of all assigned electronic equipment assigned to museum.
•	Directs the museum's Operations unit, inspiring and nourishing capacity and a culture of innovation, creative learning, transparency, experimentation, open communication and accountability. Keeps unit staff informed with routine meetings and open communications. Develops and oversees the unit's annual budget and schedules, particularly tracking expenditures to ensure adherence to set goals. Purchases, collects, stores, and distributes unit's supplies and equipment. Reviews, analyzes, and manages inventory across the museum. Assesses unit functions, priorities, and processes to ensure efficiencies, excellence, and alignment with museum best practices and AAM accreditation.
•	Collects, analyzes and synthesizes data and information from multiple sources, such as security, lighting and HVAC, for project submissions, or presentations, reporting, short -and long-term goal development and assessment and overall performance of facility operations. Interprets data; identifies alternatives; and presents and justifies conclusions, forecasts, and recommendations in support of facility operations, program planning, and execution.
•	Drafts for approval forms for major proposals, and in collaboration with AU Facilities and museum colleagues, direct building projects, infrastructure work and other initiatives, including the installation and/or removal of outdoor sculpture which requires construction of pads and pedestals, the use of cranes and other heavy equipment and/or landscape adjustments. Drafts Requests for Proposals (RFPs) and oversees the bidding and selection process of external vendors. Participates in the design and construction phases as related to capital projects and assists in establishing the requirements for renovation projects. Regularly reviews design documents and construction progress to ensure compliance and that the museum's expectations are being met. Coordinates repairs and renovations with local contractors as appropriate. Offers input related to short and long-range improvement plans and prioritization of projects and initiatives.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in Business Administration, Building Sciences, Arts/Public Administration or other related field.	and	5 years of	Experience in facilities operations management, or risk management with an excellent customer service record with progressively increasing levels of responsibility and accountability. Must have 2 years of experience directly supervising full time employees. Preferred experience in a museum or cultural arts entity.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of facility operations and related policies, practices, precedents and laws.	
Knowledge of and/or experience in institutional facility and complex building management, information technology and infrastructure related to mechanical, electrical, plumbing systems, utility systems.	
Demonstrable knowledge of business and management principles involved in strategic planning, contracts, resource allocation, leadership techniques, and coordination of people and resources.	
Demonstrated commitment to an engagement-centered institution that values partnerships on-site, off-site and online.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	And
Cardiopulmonary Resuscitation (CPR)		within 180 Days	Required	And
	AED certifications	within 180 Days	Required	And
	Certifications offered through International Association of Museum Facility Administrators	Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting			X			
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:
Ability to see information in print and/or electronically.