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## Auburn University Job Description

Job Title: **Dir, Museum Operations**

Job Family: No Family

Job Code: **AB24**

Grade LM11 \$54,900 - \$93,300

FLSA status: Exempt

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### 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.

### Essential Functions

1. 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.
  2. 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 policies and procedures. Participates in exhibition installation and striking planning regarding gallery painting, loading dock use and other related matters.
  3. 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 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 policies. Provides high
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quality and timely customer service.

4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. Performs other related duties as assigned by the Executive Director.

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## Supervisory Responsibility

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

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*



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## Auburn University Job Description

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Degree in Business Administration, Building Sciences, Arts/Public Administration or other related field.
<b>Experience (yrs.)</b>	5	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.

#### **Substitutions allowed for Education:**

Indicated education is required; no substitutions allowed.

#### **Substitutions allowed for Experience:**

Indicated experience is required; no substitutions allowed.

#### **Minimum Required Knowledge**

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.

#### **Certification or Licensure Requirements**

Valid Driver's License. CPR and AED certifications required or must be obtained within the first 180 days of employment; certifications offered through International Association of Museum Facility Administrators preferred.

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, sitting, reaching, and lifting up to 10 pounds.

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

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Date: 11/10/2022

