

Rochester Museum & Science Center

JOB DESCRIPTION

Job Title: Director, Operations

Department: Operations

Direct Supervisor/Manager's Title: Vice President of Finance and Operations

Grade: E5

FLSA Status: Exempt

Full-time/Part-time: Full Time

Date Prepared/Revised: 6/22/2020

I. JOB SUMMARY

Responsible for the leadership and direction of the RMSC Operations department including Information Technology, Building Services, Maintenance, Security, and Grounds. Responsible/accountable for ensuring a physical and technological environment that contributes to a safe, clean, and positive visitor, staff, and volunteer experience.

The Director of Operations must understand the technical, physical and technological aspects of the property, support day to day operations, ensure efficient operation of facilities and technology, mitigate risk, and ensure that facilities meet the needs of visitors, guests, volunteers, and staff.

Work schedule includes flexible hours including some weekends, weekdays, evenings, holidays, and extended hours in order to meet the needs of the organization. A monthly trip to the Cumming Nature Center in Naples, NY is required. Management retains the right to alter work schedules accordingly.

II. DUTIES (and percentage of time spent)

| Describe duties, responsibilities, essential functions: | % |
|---|-----------|
| Manage, lead, train, and oversee the work of a diverse group of IT, Security, Building Services, Maintenance & Facilities professional staff. Create work plans, allocate resources, and make high-level decisions to prioritize work. | 20 |
| Develop comprehensive budgets, track projects, and coordinate all operations bidding processes for technology, buildings, grounds, and maintenance needs - including those for the Cumming Nature Center in Naples, NY. | 10 |
| Develop / document policies and procedures, understanding State and local safety regulations, best practices in facilities and operations. Ensure properly trained Facilities, Security, and General staff Direct the maintenance of a fleet of 4 vehicles including trucks, tractors, plows, utility ATV ,snowmobile and trail grooming equipment. | 15 |
| Oversee key systems (HVAC, Alarms, Plumbing, lighting, electric, etc) functions for the campus, acting as a liaison with vendors and utility companies. Act as general systems administrator for phone and voicemail systems.. Negotiate annual facilities contracts and ensure the work of contractors is performed as outlined. | 25 |

| | |
|---|-----------|
| Serve as the Operations voice for the Museum on the Leadership Team, attend periodic Board of Directors meetings, and Guide and Structure Buildings & Grounds Board committee meetings. | 10 |
| Assist team with daily facilities, IT, and security functions as needed | 10 |
| <i>Other duties as assigned</i> | 10 |

III. JOB DIMENSIONS

Responsible/accountable for Information Technology, Security & Maintenance of buildings and grounds within a 13-acre campus, museum support facility, and any other museum owned/leased properties with annual budget responsibility of approximately \$1,400,000. Responsible/accountable for ensuring a safe physical environment that contributes to a positive visitor, staff, and volunteer experience. Responsible for working closely with the Cumming Nature Center staff to be sure that all of their operations needs are met. Includes participation in master planning and creation of capital budgets for capital needs and building upkeep and for new exhibitions, classrooms, elevators, structures

IV. SUPERVISORY RESPONSIBILITIES

Directly Supervising Manager of Information Technology, Facilities Manager, Maintenance Supervisor, Groundskeeper, and Facilities Coordinator (PT). Indirect supervision of security, maintenance, and custodial staff.

Immediate supervision time is typically spent assigning, reviewing, checking work, eliminating ordinary difficulties, and identifying efficiencies.

Responsible for interviewing, hiring, and training of staff, and monitoring employees' attendance, absences, and time cards.

Responsible for supervising and assessing the work of contractors, vendors, and subcontractors

Responsible for conducting performance reviews and recommending salary adjustments, promotions, disciplinary action, etc.

V. FUNCTIONAL REQUIREMENTS

Technology, Equipment, Tools: Ability to utilize, GSuite and Microsoft programs. Proficient in writing (Policies, procedures, grant applications), budgeting (Sheets or excel), and operational business planning.

Ability to read design schematics, floor plans, architectural drawings, and blueprints.

Experience in creation, analysis, and implementation of operational policies, procedures, and planning documents (ie disaster plan, accessibility plan, Code Adam emergency)

Ability to budget for annual, capital improvement, and large-scale capital maintenance projects.

Ability to use HVAC programming software.

Ability to use business machines such as a personal computer, printer, calculator, copy machine, scanner, and phone.

Must have a satisfactory driving record and possess a current, legal New York State driver's license.

Ability to operate two-way radio equipment.

Familiarity with School/educational environments and regulations a plus

Core Competencies: Communications, Emergency Preparedness & Business Continuity, Environmental Stewardship & Sustainability, Healthful & Safe Environments, Operations & Maintenance, Project Management.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

Ability to write reports, business correspondence and procedure manuals.

Ability to effectively present information and respond to questions from employees, managers, vendors, and customers.

Mathematical Skills: Ability to count, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Ability to calculate figures and amounts such as proportions, percentages, and ratios.

Ability to analyze variances.

Reasoning Ability: Ability to solve practical problems/troubleshoot and deal with a variety of concrete variables in situations where only limited standardization exists.

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Ability to exercise judgment and make decisions within standard practice and policy.

Physical Activity: While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel objects, tools or controls; reach with hands and arms, stoop; kneel; and crouch.

Specific vision abilities include close vision and ability to adjust focus. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment: While performing the duties of this job, the noise level in the work environment is usually quiet.

Occasional outdoor work with noise.

VI. QUALIFICATIONS

Education/Experience Requirements:

Bachelor's degree in project or facilities management preferred, or equivalent and five years of related experience or an equivalent combination of education and experience in facilities, information technology, or construction project management experience. Project management certificate or training a plus. Spanish a plus.

Must have five years of supervisory and or management experience.

VII. APPROVALS

Department Manager/Director

Date: _____

Department Vice President

Date: _____

Human Resources

Date: _____

This job description reflects management's assignment of essential functions and does not restrict management's right to assign or reassign duties and responsibilities to this job at any time.