



## Job Description – Gibbes Museum of Art

Updated: August 2022

**Job Title:** Director of Operations

**Department:** Operations

**Reports To:** Executive Director

### **Basic & Primary Responsibilities of Position —Summary:**

This position is a full-time, salaried position that supports all museum departments. The Director of Operations manages and provides oversight for all operations related to the facility, security, and visitor services functions. The purpose of the position is to establish high standards of building maintenance, safety, and customer service commensurate with a high visibility, intensely used, and architecturally unique structure, which encompasses high value works of art and exhibitions, studio/classroom spaces, a lecture hall and garden as well as service and retail spaces. This position participates in all activities associated with long-range planning and decision-making required to maintaining the safety, appearance, and effective/efficient use of the facility and conduct of daily activities. This position reports to the Executive Director, and directly supervises the Facilities Manager, Chief of Security, and Visitor Services Coordinator.

### **Essential Duties and Responsibilities:**

The position has four separate but related focuses:

#### **Operations:**

- Coordinates and implements a variety of museum operating activities including set up and alteration of spaces for special events, fundraisers, museum rentals, as well as retail space needs.
- Interfaces proactively and in a consensus-building manner with other departments to ensure efficient communication and interaction on all facility operations.
- Assists with the planning, setup and conduct of special events including furniture assembly and movement, planning and installation of special lighting and audio/visual, tear-down and cleanup.
- Manages all staff IT needs and service requests as primary liaison with IT service company.
- Coordinates technology on-boarding needs for new staff employees.
- Manages parking garage passes and addresses staff parking space issues accordingly.
- Monitors rental event vendor load in and load out.
- Participates in museum facility opening and closing schedule.
- Leads the weekly museum logistics meeting to maintain awareness of museum schedule and events and initiates appropriate announcements as needed during open hours through the Chief of Security.

#### **Facilities:**

- Responsible for the management, coordination, and implementation of facility needs for the museum building and grounds, as well as the administrative office suite.
- Works directly with the Facilities Manager and provides oversight.

- Directs and inspects facilities for regulatory compliance.
- Responds to all building system failures, diagnoses their cause, and supervises all activities required to restore proper operation.
- Assesses and monitors facility repairs to ensure cost effectiveness; establishes criteria for reporting, maintaining and replacement of facilities and building services including complex and state-of-the-art audio/visual, communications, elevator, HVAC, fire protection/detection and security systems.
- Creates, implements, and maintains department repairs and capital improvements budgets, ensures compliance with budgetary constraints, and forecasts and plans facility improvements.
- Oversees proper documentation of all facility payment requests and credit card transactions.
- Supervises all vendor contracts associated with structure maintenance and operations including janitorial, fire detection, fire protection, elevators, HVAC, security, audio/visual, electrical, and mechanical.
- Orders and maintains records of all IT equipment and supplies.
- Oversees equipment and other facility needs of the administrative office suite.
- Manages inventory of supplies required for facility maintenance and operating activities.
- Prepares, updates, maintains, and implements general facility maintenance schedule.
- Coordinates and oversees janitorial and garden maintenance services.
- Maintains the library of building maintenance and operation manuals and reference documents.
- Maintains gallery and art storage conditions for temperature, relative humidity, and ensures smooth and uninterrupted operation of all building systems.
- Understands layout including the location of all stairwells, elevators, points of entry and exits, restrooms, galleries, offices, and other commonly utilized reference points.
- Oversees the space organization of Shipping/Receiving in conjunction with the Collections and Exhibitions Department for delivery of artwork, and the Museum Store for delivery of inventory.
- Works with the Executive Director to schedule and prepare agendas for Building and Grounds Committee meetings.

**Security:**

- Works directly with Chief of Security and provides oversight.
- Assists staff and visitors regarding general inquiries and museum rules, representing the museum in a courteous, professional and customer service-oriented manner.
- In coordination with the Chief of Security, manages security alerts, ensuring proper response is undertaken as well as proper security system operation is maintained.

**Visitor Services:**

- Directly supervises the Visitor Services Coordinator and oversees the duties of the visitor services team, particularly through creating and maintaining the schedule for the Museum Engagement Specialist employees.
- Has a general knowledge of the artwork on display and the rotating exhibitions that are on view.

**Job Requirements:**

- Associate degree in related field (engineering, construction or property management, etc.) required; Bachelor's degree preferred.
- 5 years of relevant experience involving operation and maintenance of industrial and/or commercial facilities required; 10 years of progressively responsible experience in supervision of facility maintenance and building operations preferred.
- Familiarity with building systems and construction trades.
- Strong written and verbal communication skills.
- Current SC driver's license.
- Experience with operation of HVAC and computer systems.

- Must pass a background check prior to employment.

**Knowledge, Skills & Abilities:**

Exhibits good public relations, customer service, tact, diplomatic and problem-solving skills.

Ability to exercise good judgment, discretion, and function in difficult situations.

A team player, committed to the goals and values of the museum.

Ability to work independent of supervision, within established policies and procedures, and act to enforce such policies when necessary.

Ability to always maintain a professional image.

Knowledgeable of computer applications and IT technology.

Ability to stand and walk for extended periods of time; to climb stairs; and process and maintain adequate vision and hearing.

Ability to lift, pull, push, and move equipment, supplies, parcels, etc. of up to fifty (50) lbs.

Ability to respond quickly to urgent security, building service and utility failures, and physical dexterity required to access remote spaces (roof, ceiling crawl spaces, etc.).

Ability to work a flexible work schedule; to include weekends and beyond evening hours when necessary.

**Compensation:**

Salary: \$50,000 - \$60,000 per year.

Generous paid time off.

15 paid holidays.

401 (K) matching.

Paid health, dental, and vision insurance.

Paid parking.

**Position:** Full-time, Exempt

**Please provide the following as part of your application:**

- Cover letter detailing your interest in the Gibbes Museum and your qualifications (PDF).
- Resume including education and experience (PDF).

Send application by email to: [careers@gibbesmuseum.org](mailto:careers@gibbesmuseum.org)

*The Gibbes Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.*

Location: 135 Meeting Street, Charleston, SC 29401