



THE AFRICAN AMERICAN MUSEUM IN PHILADELPHIA
JOB DESCRIPTION

POSITION TITLE: FACILITIES MANAGER
DEPARTMENT: SECURITY & MAINTENANCE
REPORTS TO: VICE PRESIDENT OF FINANCE & ADMINISTRATION

POSITION SUMMARY:

The Facilities Manager is responsible for coordinating, organizing, supervising and overseeing activities of the Security & Maintenance Department. Coordinates and controls activities necessary to maintain the physical structure, H.V.A.C., mechanical and electrical systems and utilities of the Museum and other properties associated with the organization. This position has responsibility to ensure facility systems and utilities are operational and in safe working conditions. This position has accountability for the management of projects including: planning, resource assignment, documentation, controls, budgets, communications and identification of risks. Manages and trains staff in the general maintenance of buildings, grounds, infrastructures, equipment.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS

- **Leadership:** Lead, mentor, engage and develop the Security and Maintenance Department to maximize their contributions, including recruiting, assessing, training, coaching and managing performance. Ensure maintenance services appropriately connects to all other Departments. Coach employees by creating a shared understanding about what needs to be achieved and how it is to be achieved. Reward and recognize employees. Ensure safety and sanitation standards in operation.
- **Client Relationship:** Develop and maintain effective client and customer rapport for mutually beneficial relationships. Deliver and model excellent customer service. Identify client needs and communicate operational progress. Develop strong level of trust and credibility regarding technical competency. Provide technical expertise in all maintenance areas. Provide leadership for maintenance related areas of sales opportunities. Customize maintenance programs based on specifications and unique client needs.
- **Financial Performance:** Responsible for building revenue and managing budget which includes cost controls with regard to maintenance, inventory, projects and labor as well as ensuring the completion and maintenance of P&L and client budget statements. Adopt all processes and systems, understand performance metrics, data, and order and inventory trends; educate teams on key levers to improve margins

MAINTENANCE

- Performing other duties as may be required to support the effective operation of the Museum's building and security
- Assume responsibility for keeping buildings and equipment in good condition to provide for the maximum welfare and safety of the employees, visitors and others in the buildings and on the grounds
- Assume responsibility for the planning and scheduling of maintenance and required repairs



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- Establish appropriate maintenance, grounds keeping and security requirements
- Recommend necessary purchases of supplies and equipment
- Inspects all buildings, grounds and installations on a regular basis to determine that high standards of workmanship, cleanliness, safety and security are maintained
- Conducts periodic inspection the Museum and it's intermediaries facilities to ensure fire safety
- Assist in developing and implementing waste disposal policies and procedures for the maintenance department
- Develop and ensure implementation of a preventative maintenance plan, which describes specific tasks, to be completed and the time frame for completion
- Ensures that all security systems, fire alarms, and telephone systems are fully operational and that all changes are properly approved and executed
- Prepares and administers the budget for maintenance, grounds, and equipment
- Supervises and inspects all work performed by outside contractors and verifies that the terms of such contracts have been fulfilled before authorizing payments
- Conducts a continuing program of team members training and personnel development for maintenance team members
- Establishes the work schedule for all maintenance personnel
- Participating as assigned, in the custodial care of the Museum building to include dusting, polishing, vacuuming, carpet cleaning, mopping and buffing floors, glass cleaning, rest room and kitchen duties, etc., as per the maintenance schedule Maintaining the exterior of the building as required including trash collection, raking, snow removal, salting and other duties including performing inventory count monthly
- Assisting staff and volunteers in moving equipment and supplies
- Assisting in the set up and break down for programs, meetings, and special events
- Supporting security duties to ensure the protection of Museum visitors and staff
- Performs duties with awareness of all requirements and policies
- Ensure compliance with state, federal, and other regulatory agencies
- Review the department's policies, procedure manuals, job descriptions, etc., at least annually for revisions and make recommendations to the Vice president of Finance & Administration
- Perform other duties, as assigned.

SAFETY AND SANITATION

- Supervise safety and fire protection and prevention programs by inspecting work areas and equipment at least weekly.
- Ensure that maintenance personnel follow established safety regulations in the use of equipment and supplies at all times.
- Ensure that all personnel wear and/or use safety equipment and supplies (e.g., back brace, mechanical lifts, etc.) when lifting or moving heavy objects.
- Ensure that supplies, equipment, etc., are maintained to provide a safe and comfortable environment.



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QUALIFICATIONS, SKILLS AND ABILITIES REQUIRED:

Education/ Experience Required:

- Bachelor's Degree required with course work in business administration or facility management
- Minimum five to seven years' experience; or an equivalent combination of education, training, and experience

Skills and Abilities Required:

- Proven experience as maintenance manager or other managerial role
- Experience in planning maintenance operations
- Knowledge of standard cleaning procedures and equipment
- Ability to work independently and within deadlines and to interact with the public and staff in a positive, enthusiastic, and courteous manner
- Presenting and reinforcing a professional appearance and maintain the Museum's appearance and dress code standard at all times
- Thrives in an environment where situations change and adapting to change is second nature
- Must be available to work nights, holidays, and weekends and to work varying shifts

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

Must possess strength, endurance and mobility to perform heavy physical work in and out of doors in all weather conditions and with exposure to potentially hazardous conditions, use varied hand and power tools; lift and move materials and equipment weighing up to 90 pounds and heavier weights with the use of proper equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must work overtime as required.

Expected hours: 37.5 per week

Please send your resume, references and cover letter to hr@aampmuseum.org.