

# PLEASE TOUCH MUSEUM®

## Position Description

### DIRECTOR OF OPERATIONS

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**Reports To:** VP, Operations

**Department:** Operations

**Division:** Facility Operations

**Direct Reports:** Maintenance Technician, Museum Service Manager, Super., Receive & Shipping

**FLSA Status:** Exempt

**Grade:**

**Expansion/Grant:** No

**Effective Date:** 6/10/2008

**Status:** Full Time

**Hours/Week:** 37.5

#### **POSITION SUMMARY:**

With the anticipated completion of Please Touch Museum's expansion and relocation to Memorial Hall, in Fairmount Park, the Museum seeks a Director of Operations to manage the Museum's greatly expanded facility, physical plant and surrounding grounds resulting from this transformation. The restoration of Memorial Hall increased the size of Please Touch Museum to 140,000 square feet, almost quadrupling the footprint of the current location.

The Director of Operations is responsible for all aspects of Please Touch Museum's daily operation including but not limited to: Building, Custodial, Receiving & Shipping, Security and transportation

The Director must ensure maximum performance of all Museum facilities. Additionally, the Director must ensure that all maintenance is appropriate for the Museum's audience and in line with the Museum's mission and objectives.

The Director of Operations will also have a supervisory role in Museum wide events including evening and weekend events. This position reports to the Vice President of Operations.

#### **ESSENTIAL FUNCTIONS:**

- Responsible for facility repairs & Maintenance using in-house staff and/or contracted trades, as required;
- Responsible for high standard of cleanliness of facility using in-house housekeeping staff and contractors;
- Provide oversight for service contracts related to building operations, including but not limited to; HVAC Systems, security systems, Life Safety systems, pest control, various contracted specialty-cleaning services, vending services, telephones and trash/recycling service;
- Monitor standing contracts for services with periodic review of cost and effectiveness, solicit new bids as required;
- Responsible for operations staffing needs and staffing for all special events and rentals;
- Consistently work in a positive and cooperative manner with all PTM staff; and
- Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- Bachelor Degree preferred/ equivalent related building experience;
- 6- 10 year experience in Operations or related area;
- Experienced with EMS and Lighting Control systems
- Three to five years of senior management experience with a demonstrated ability to lead employees and get results;
- Must be able to work a flexible work schedule, including evenings, weekend and on call status;
- Certification in HVAC or Class A electrical license preferred; and
- Knowledgeable in all areas of building mechanical systems.
- Must be proficient in general office software as well as computerized Energy Management Systems.
- 6-10 years experience in a building trade

\*\* General Essential Functions and Qualifications are noted on the attached sheet.

**APPLICATION PROCESS:**

To apply for this position, please send a cover letter, resume and salary requirements to [employment@pleasetouchmuseum.org](mailto:employment@pleasetouchmuseum.org) to mail to Judy Meyers, Human Resources Dept., Please Touch Museum®, 210 N. 21st Street, Philadelphia, PA 19103 or via Fax 215-963-9645

EOE

# PLEASE TOUCH MUSEUM®

## Universal Position Description

### **INDIVIDUAL CONTRIBUTOR**

(no direct reports)

#### **MISSION STATEMENT:**

To enrich the lives of children by providing learning opportunities through play.

#### **ESSENTIAL FUNCTIONS FOR INDIVIDUAL CONTRIBUTOR:**

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership
- Assist the manager in administration and implementation of all museum policies, procedures and standards
- Maintain high degree of motivation to provide highest level of customer satisfaction
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures
- Use independent judgment to determine project guidelines, purpose, follow-through and completion.
- Complete assignments in a timely manner and within Museum's standards
- Consistently work in a positive and cooperative manner with internal and external customers
- Implement improved processes to generate best possible workflow
- Ensure performance targets are met
- Responsible for directing and coordinating work assignments
- Provide periodic reports; and Participate in continuing educational opportunities for personal growth and development.

#### **MINIMUM QUALIFICATIONS INDIVIDUAL CONTRIBUTOR:**

- Proven ability to work independently
- Must have the ability to participate effectively in teams
- Excellent computer skills including email communication tools
- Must have proven ability to prioritize and plan work activities and use time efficiently
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.

#### **APPLICATION PROCESS:**

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