

**PLEASE TOUCH MUSEUM®**  
**Position Description**

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**MANAGER, OPERATIONS**

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<b>Reports to:</b>	Director, Operations	<b>Department:</b>	Operations
<b>Direct Reports:</b>		<b>Division:</b>	Finance & Administration
<b>FLSA Status:</b>	Exempt	<b>Effective Date:</b>	FY19
<b>Status:</b>	Full-Time	<b>Hours / Week:</b>	40

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**Background**

Please Touch Museum, the Children’s Museum of Philadelphia (PTM) was founded in 1976 and was the first children’s museum to focus exclusively on young children ages birth to seven. As a leading 21<sup>st</sup> century children’s museum, PTM’ exhibits, Museum experiences and educational programs are developed to engage children and foster the intellectual, social and emotional skills necessary to be successful in the classroom and in life. PTM’s mission is to change a child’s life as they discover the power of learning through play. PTM welcomes over half a million visitors a year from the greater Philadelphia region, across the country and around the globe. The Museum is housed in Memorial Hall, a National Historic Landmark with over, 100,000 sq. ft in total and 60,000 sq. ft of exhibit space.

**Position Summary:**

Under the leadership of the Director, Operations, the Operations Manager is responsible for all aspects of Please Touch Museum’s daily operations including, the Building and its Grounds. The Operations Manager must ensure maximum performance of all Museum facilities to enhance the member experience and making safety and security priority number one in all operational decisions. Will also perform and supervise preventive maintenance and reactive tasks related to HVAC, electrical, plumbing, security and safety systems, carpentry, masonry, environmental, event coordination and other general maintenance.

The Manager, Operations will be responsible for all management responsibilities for the maintenance and engineer staff, which includes but is not limited to: scheduling; task assignment and monitoring, as well as performance management and recruitment. Manager, Operations will work with outside contractors to direct tasks and ensure the work is properly, timely and efficiently completed.

Manages the Lead Engineer and Maintenance Engineers.

### **Responsibilities:**

- With guidance from the Director; Operations, the Operations Manager is responsible for managing the design, planning, construction and maintenance of the building and grounds, all its equipment and infrastructure, and their associated costs.
- Supports developing and manages the schedule of daily and projected work for all Facilities Maintenance Engineers and contracted labor.
- Supervises and maintains work-order system process consistent with the Museum's priorities to increase operational efficiencies and support the museum experience.
- The position supports the Director, Operations in planning, budgeting and scheduling facility modifications, including cost estimates on equipment, contracted labor, materials and other related costs.
- Under the direction of Director, Operations to support other Please Touch Museum departments, in-house contracted caterer and retail store to assure facility readiness for all programming and events to successfully achieve the Museum's strategic goals.
- The Operations Manager will work with the Manager of Custodial Services, Shipping / Receiving / Transportation, and Security, the Director of Information Technology, the Director of Exhibits and their respective staff, to execute interdepartmental tasks.
- Provides regular feedback to the Director, Operations for the development of new and renewal service contracts related to building and grounds operations, including but not limited to; all mechanical, plumbing and electrical systems, security systems, life safety systems, various contracted specialty services, vending services, and trash / recycling services. Ensures all standing service contracts are being properly executed and adhered to.
- Works with the Director; Operations in developing new and revised programs to train all employees on Fire/Life Safety Emergency and OSHA Procedures. Oversee security program and procedures. Knows and ensures all laws, codes, ordinances, policies, procedures, Risk Management, safety precautions, rules/regulations and emergency procedures are followed.
- Oversees construction and installation procedures and progress.
- Along with the Director, Operations, serves as primary contact for facility related emergencies, which may require evening and weekend work.
- Assists in the hiring, and responsible for the training of Facilities Maintenance Engineers and contracted labor. Will be responsible for performance management program, employee discipline, recruitment and addressing of complaints and resolving problems.

### **Minimum Qualifications:**

- Associate degree required, and/or vocational training in grounds or maintenance
- Two plus years of strong supervisory experience in areas of facilities operations staff,
- Broad knowledge of electrical, plumbing, mechanical and structural maintenance including building regulations and code requirements.
- Strong understanding of building mechanical systems.
- Minimum of 2 years of managing in a similar facility (preferably Museum setting); understanding safety and emergency preparedness programs and operations required.
- Engineering certification preferred

- Demonstrates excellent management skills.
- Excellent Microsoft suite including word, excel, PowerPoint, access.
- Working knowledge of HVAC and other mechanical and electrical systems required
- Able to assess and manage multiple, time-bound projects in a sensitive environment.
- Demonstrates excellent organization skills
- Strong communication and interpersonal skills, team player with demonstrated ability to work cross departmentally with a variety of internal and external constituents.
- Proven project management experience.
- Experience in training staff on new operational procedures.

Please Touch Museum offers an excellent working environment; a comprehensive benefit package and competitive salary. To apply for this opportunity, please mail your cover letter, resume, and accomplishments to: CHRO, Please Touch Museum, 4231 Avenue of the Republic, Philadelphia, PA 19131: Email: [employment@pleasetouchmuseum.org](mailto:employment@pleasetouchmuseum.org) fax: 215-581-3182 Office telephone: 215-581-3189 EOE

Posted: Thursday, January 3, 2019 Deadline Tuesday, January 8, 2019