

MoMA PS1 JOB DESCRIPTION

Title:	Associate Director of Operations
Status:	Full-time, Exempt
Reports to:	Chief Operating Officer
Date:	10/2019

Summary

The Associate Director of Operations works to maintain a high standard of professionalism and excellence in overseeing, managing, and coordinating all aspects of museum operations and long term building planning across a unique campus and challenging facilities. Primary responsibilities include overseeing and managing building operations projects, planning and managing capital projects, security and safety management, IT infrastructure, gallery climate and HVAC, security staffing, security infrastructure and procedures.

Supervision

The Associate Director of Operations reports to the Chief Operating Officer and actively participates in the management and supervision of the Assistant Manager of Operations, Lead Maintenance Technicians and Maintenance Technicians.

Responsibilities

A. Building Operations

1. Direct and oversee all routine maintenance and repair work throughout museum facilities and campus, including regularly evaluating systems, identifying needs, and scheduling and supervising work.
2. Manage and troubleshoot issues related to the building including preparing preventative maintenance contracts, supervising vendors and contractors, communicating necessary maintenance to relevant museum staff and taking all necessary and possible measures to ensure proper gallery climate.
3. Manage and oversee all projects related to the building facilities operations, security, and IT, including leading project meetings, determining and assessing scope of project and acting as the primary communication point between all parties internally and externally.
4. Determine priorities for long term building, capital, and infrastructure plans for the institution in conjunction with the COO and the Controller, including defining narrative and overseeing Project management through completion of projects.
5. Together with the Museum of Modern Art's IT team and the Manager of HR and Administration , coordinate and oversee IT infrastructure construction and installation projects, and manage IT needs including; building wireless network, PC connectivity, phone connections, IT security, user workstations, user phones, and other needs or issues as they arise.
6. Manage operations requests by other departments, especially related to events and programs, including reviewing and prioritizing needs, scheduling and assigning work, ensuring satisfactory and timely completion of work, and liaising with staff.
7. Liaise with café and bookstore third party operators on maintenance, operations and IT requests, needs, and issues.
8. Assist in the management of museum-wide storage of supplies, equipment, and materials, including assigning and organizing storage areas, and discarding and disposing of obsolete items.
9. Maintain training and certification on building and operations equipment and systems as needed.
10. Respond to off-hour emergencies and perform other building operations and project management duties as needed.
11. Attend meetings and represent MoMA PS1 for large scale, museum-wide events.
12. Delegate or Manage small-scale and routine construction projects, including annual terrace canopy and dome installation and de-installation, and periodic minor building alterations.

B. Security and Safety Management

1. Direct and oversee the museum-wide security and safety strategy and plan, including management of security staff, participating in regular event and program logistics meetings, helping to oversee security manager at events and programs, and scheduling to ensure appropriate coverage and staffing levels for wide range of museum operations, programs, and events that may have concurrent, changing, and conflicting timelines.
2. Cooperate with fire department, law enforcement, medical, and other public safety officers, including accompanying such officers on inspections, providing requested information.
3. Act as the primary point of contact for MoMA Security in relation to planning, event logistics, policy and procedure implementation and emergency planning.
4. Update and maintain current status of building Emergency Action Plan.
5. Along with Director of Exhibitions and Registrar update and maintain Disaster Recovery Plan for exhibitions.
6. Research, develop, and schedule safety training programs for MoMA PS1 staff.
7. Develop and implement emergency evacuation procedures and implement museum wide drills.
8. Ensure security staff respond to document and report security and safety incidents, including those involving the public, staff, art work, or building.
9. With the Manager of Installation, supervise use of museum's wood shop, including managing inventory and storage of tools, materials, and equipment; periodically checking equipment for proper functioning; enforcing guidelines for safe usage and use of personal protective equipment; implementing safety training and best practices; and arranging for equipment repair and replacement as needed.
10. Ensure that all front-line staff maintain training and certification on life and fire safety
11. Establish and maintain a relationship with local police and fire department.
12. Develop and implement training for CPR Certification for key staff members

C. Supervise staff

1. Proactively supervise Assistant Manager of Operations to ensure that projects and tasks are completed in a timely and satisfactory manner, including providing direction, guidelines, feedback, and training.
2. Approve and oversee Assistant Manager of Operations in coordinating maintenance staff schedules and project assignments to ensure appropriate coverage and staffing levels for wide range of museum operations, programs, and events that may have concurrent, changing, and conflicting timelines.
3. Supervise Maintenance department and ensure maintenance task are completed to the standard of the institution.
4. Perform other supervisory duties in maintenance department as needed and required, including but not limited to recruiting and hiring, evaluating performance, disciplining, and recommending changes in pay rates, job classifications, and employment status.

D. Budget and Administration

1. Manage and track \$1M+ annual operating budget for building operations and security.
2. Provide full range administration for the operations department, including but not limited to budget planning and management, scheduling services, reviewing and processing invoices, and maintaining files.
3. Research vendors, obtain and negotiate estimates and contracts, and review and process invoices.
4. Function as the primary point of contact between MoMA PS1, NYC Department of Cultural Affairs and the New York City Department of Design and Construction. Function as the primary point of contact to MoMA building operations, IT infrastructure and Security to plan and implement necessary building improvements and projects.

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Minimum of six years' experience in progressively responsible roles in museum operations, or comparable combination of experience and substantial knowledge of art museums, facilities, and building systems, including three to five years in leadership and supervision.
2. Related Bachelor's degree or equivalent experience..
3. Proven skill in leading by example, supervising, training, and effectively improving staff performance, as well as adapting work flows and procedures to improve efficiency, collaboration, and service.
4. Demonstrated ability to prioritize and manage time, multitask, take initiative, and meet deadlines in a fast-paced environment with dynamic and rapidly shifting priorities.
5. Excellent organizational abilities, analytical skills, and attention to detail with ability to not lose sight of the big picture.
6. Professional and positive attitude and demeanor, with exceptional oral and written communication skills; demonstrated skill in presenting information and facilitating positive dialogue with public and de-escalating tense situations.
7. Ability to converse technically and negotiate with, as well as direct and supervise, work of wide range of vendors, including engineers and technicians, regarding museum systems and operations.
8. Ability to work productively and collaboratively with all levels of management and support staff, and maintain highly professional and positive attitude in a dynamic and creative setting.
9. Experience working with a unionized workforce
10. Strong organizational ability, analytical skills, and attention to detail.
11. Exceptional judgment, professionalism, and discretion in handling confidential and sensitive situations and matters.
12. Availability to work nights, weekends, and holidays, as needed, and to respond to emergency situation on an "on call" basis.

MoMA PS1 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.