



Job Description

Job Title: Deputy Director of Operations and Project Management	Updated: November 2022
Department: Operations	FLSA Status: Exempt
Reports to: Executive Director	Executive Exempt

Job Summary:

As a key member of the senior team, the Deputy Director of Operations and Project Management manages the institutional infrastructure and operations, from building and systems repair, maintenance, and upgrades, as well as facility rentals and security systems processes and best practices. This position project manages cross-departmental initiatives to accomplish goals and drive results, ensuring clear communication, cohesive programming, balanced budgets, and optimal guest experiences. The Deputy Director of Operations and Project Management also implements technology advances to grow the Museum for the 21st century, and manages partnerships and contracts with external stakeholders and vendors, preferred caterers, and others.

Job Duties and Responsibilities:

Operations

- Oversee the general operation of Museum facilities and operations; develop policies and best practices that support the delivery of high quality, visitor-centered programs and services; and establish an effective team culture.
- Develop, supervise and inspire a team comprised of but not limited to the Facility Manager, Facility Coordinators, Facility Rental Manager, Security Manager, Security Associates, and other cross-departmental reports including Preparators & Art Handlers.
- Lead new operational projects related, but not limited to, continued development of the Education Center, new interactive technology for education and galleries, upgrade of security systems, IT long range plan, and building systems, such as HVAC, lighting, fire protection, etc.); define project scope and objective, involving all relevant stakeholders and ensuring technical feasibility; develop detailed project plan and timeline to monitor and track progress; manage changes, project schedule and costs; and measure project performance and track deliverables.
- Oversee the rental and/or management of the Museum café, bringing optimum performance from the contract through effectively working together. Assist in conjunction with Facility Rental Manager and/or the Development team with catering contracts as needed. The successful partnership of these ventures is key in enhancing the quality of the visitor experience, supporting overall external perceptions of the Museum, and making a financial contribution, which are central to the Museum's mission and providing visitor amenities.
- With Facility Manager, ensure building is operating efficiently and effectively; maintained in a clean and orderly fashion; ongoing maintenance of the facility is completed on time and within budget; and custodial services and logistic assistance for both TMA programming and external client space rental events are operating on an optimal level.
- With Facility Rental Manager, ensure the facilities rental process from event conception to post-event follow-up is flawless for client. Act as liaison, as needed, for the Facility Rental Manager with Facility Manager, custodial staff, Museum hosts, and third party vendors such as Museum's preferred caterers.
- Oversee technology upgrades and audiovisual innovation for the Museum, including but not limited to technology and services offered in the galleries, theater, atrium, auditorium, meeting spaces, and Education Center.

- Working closely with the Senior Staff and Management Team Members as needed to negotiate contracts; manage relationships of third-party contractors; and oversee all outside vendor bid processes to ensure compliance with Museum policies.
- Lead a cross-departmental weekly logistic meeting to ensure optimal flow, communications, and implementation of events and programs.
- Manage insurance coverage to ensure protection of assets, the public, and the assets of lenders.
- Perform other duties as assigned.

Visitor Experience

- Create and support a focused visitor-centered approach to everything the team works on.
- Work closely with the Deputy Director of Finance and Human Resources to assist as needed with the Museum Host program to ensure the safety of people, building, art, and assets. In collaboration with the Facilities Manager, Security Manager, and Executive Director, analyze and handle emergency security and facilities calls before, during and after hours. Maintain an updated emergency preparedness plan.
- Support and co-lead with the Deputy Director of Collections and Exhibitions and the Executive Director weekly curatorial meetings as project manager of team.
- Act as hub for special projects as assigned, including but not limited to programs in collaboration with other departments and/or external partners (i.e. Carilion Healing Ceiling Tiles, monthly Late Nights events, sharing collection art exhibitions, etc.).
- Act as senior lead across departments for reaccreditation process following the American Alliance of Museums guidelines.
- Perform other duties as assigned.

Senior Leadership Team

- With the senior leadership team, develop and implement strategic goals, objectives, tactics and metrics.
- Participate in the development of new revenue-generating programs and services, and ensure the institution is able to measure return on investment.
- Represent the Museum at leadership events held at the Museum and at external meetings, programs and events in the community.
- Serve as a leader and mentor to talented staff, helping them develop as professionals and building a collegial, focused department.
- Perform other duties as assigned.

Minimum Qualifications:

- Minimum of a Bachelor's or master's degree in business administration, project and/or building management, IT, or a closely related discipline plus minimum of 10 years' experience that proves knowledge, skills and abilities to perform the essential functions of the job is required.
- Demonstrated expertise in operations experience and proven project management skills. Facility management, IT and audio-visual experience and ability for hands-on assistance required.
- Proven record of coordination and completion of projects, ability to think creatively and generate innovative approaches, embrace new ideas and help the organization navigate change.
- Project Management Professional (PMP) certification or equivalent is a requirement.
- Knowledge of risk management principles, including evaluating internal control effectiveness to help meet overall organizational goals and objectives.
- Solid organizational skills with attention to detail.
- Ability to lead, integrate, and inspire large teams.
- Evidence of the practice of a high level of confidentiality, diplomacy and integrity.
- Excellent verbal and written communication skills for client-facing and internal communications.
- Excellent computer skills in a Microsoft Windows and Mac environments. Must include Excel and related skills in database management.

Special Requirements:

- Virginia Driver's license required.
- Ability to work hours beyond typical business working hours to complete tasks.
- On-call for Manager on Duty on evenings and weekends and emergency calls as needed.

Physical Demands and Work Environment:

Professional attire required at all times.

There may be occasional required travel for training and business meetings.

The employee is required to sit, talk, see and hear. The employee is frequently required to walk distances; use hands and fingers to handle or operate computers, objects, tools, or controls; and reach with hands and arms. May require occasional climbing, bending, twisting, crawling, stooping, working from ladders, and standing for long periods of time. Must be able to operate both small and large machinery, such as manual or powered pallet jacks and drive scissor or similar personal lift type equipment.

The employee must lift, and/or move up to 50 pounds regularly and occasionally move or lift up to 75 pounds.

Specific vision abilities required by this job include close vision and ability to adjust to distances and focus at various distances.

Work is performed primarily indoors but may occasionally be performed outdoors with exposure to various weather conditions and extreme weather for periods of time, also exposure to dust and harsh chemicals that if not handled properly handled may present a health hazard.