Director of Facilities and Security/Safety

June 4, 2020

The Springfield Museums has an immediate opening for the position of Director of Facilities and Security/Safety. The Springfield Museums is home to the Dr. Seuss National Memorial Sculpture Garden and five museums which are located at the Quadrangle in Springfield, MA. There are seven buildings including the Michele & Donald D’Amour Museum of Fine Arts, the George Walter Vincent Smith Art Museum, the Lyman & Merrie Wood Museum of Springfield History, the Science Museum, the Amazing World of Dr. Seuss Museum, two administrative buildings and a boiler plant/workshop. The Springfield Museums owns two additional properties located at 91-97 Chestnut Street and 74 Fairfield Street (the former home of Theodor Geisel) in Springfield.

POSITION SUMMARY:

The Director of Facilities and Security/Safety is responsible for the direction, management, and daily operation of all buildings owned by the Springfield Museums and the security of all visitors, staff, volunteers, collections, and buildings.

As a member of the Springfield Museums senior management, the Director of Facilities and Security/Safety is responsible for contributing to the overall mission, goals, objectives, practices and policies of the institution ensuring integration with the departmental goals and activities.

Essential functions of the position include but are not limited to the following:

Prepare and oversee monitoring of the Facilities and the Security/Safety department budgets. Present the actual and year to date variances against an approved budget to the Facilities and Finance committees. Submit written reports to supervisor, as requested.

Set standards of performance and provide guidance to supervisory personnel. Responsible for hiring, training, and instructing the work of subordinates as to methods, procedures, standards of performance, rules and practices, and other matters affecting their work. Detect inadequate performance and take corrective action consistent with the Museums’ policies and procedures. Evaluate the performance of subordinates and when appropriate, address such matters as promotions, transfers, disciplinary actions, terminations, and all other personnel related issues. Plan and conduct regular staff meetings. Interpret and communicate policies to subordinates.

Develop and maintain strategic plans for the Facilities and Security/Safety departments. Determine the current and future direction of the departments to ensure they are consistent with the mission and goals of the organization, including but not limited to plans for preventive maintenance, energy conservation, asbestos management, environmental management, and climate control along with the safety of staff, volunteers, visitors, the buildings, and the Museums’ collections.

Facilities Related:
Effectively manage day-to-day operational aspects of utility, janitorial services, maintenance and grounds in collaboration with museum staff and the Facilities department. Develop and implement quality assurance methods and procedures. Oversee maintenance of all museum facilities. Coordinate with Senior Management in the planning and implementation of major renovation and
building maintenance and/or repair projects. Review historical documentation to support and ensure historical accuracy concerning renovations projects. Prepare construction specifications, obtaining advice from engineering consultants as needed. Solicit construction bids from outside contractors for work on projects. Analyze bids and consult with upper management as to the awarding of contracts. Act as project manager to ensure timely completion of related projects. Assist and advise in the planning and scheduling of repair or remodeling projects, determining the resources needed. Oversee and delegate appropriate project management to subordinates.

The Director of Facilities and Security/Safety will regularly review the capital reserve plan, making recommendations relative to that report vs actual conditions that will lead to the timing of repair and replacement needs and sources of funding. Preventative maintenance schedules will be developed by the Facilities Manager in conjunction with outside vendors. Services performed by outside vendors will be monitored to ensure that the work was done completely and satisfactorily in accordance with quality assurance and prior to payment of invoices.

Oversee the operation of the heating and cooling systems (HVAC), training others as necessary. Ensure proper operation of safety equipment; oversee removal of hazardous materials in and around facilities. Supervise the work performed including preservation, and/or renovation of the buildings and grounds, mechanical equipment, and systems. Schedule maintenance and custodial staff ensuring a fair distribution of routine duties and special projects. Contract with outside services for major repairs or maintenance of systems. Assign, track, and determine staffing needs for “Work and Special Events” requests.

Respond to emergencies involving the Museums’ facilities and take required action. Serve in an “on-call” capacity. In the event of inclement weather or emergencies, the incumbent of this position is considered essential personnel.

Schedule and attend the Physical Plant Committee meetings, keep committee members informed of relevant developments. Take minutes at meetings.

Security Related:
Plan, coordinate and manage all security operations for the museums including the safety and security of our staff, volunteer, visitors, buildings and collections.

Recommend, administer, and implement security policies and procedures. Create, execute and maintain disaster preparedness and evacuation plans, including those related to theft, fire, and safety. Maintain and update the Security Policy and Procedure manual.

Research, develop and apply leading industry practices related to museum security. Responsible for the daily staffing of security for the museums, being certain that adequate staff is on hand at all times. This includes normal daily operations and security coverage for events throughout the year. Plan and implement regular training schedules for security staff to maintain a high level of competence. Make rounds throughout all areas of the Museums. Ensure security guards are at their stations, reviewing equipment operation, and the general security of the buildings. Ensure safety of physical spaces, relevant data, and information systems.

Oversee access control, parcel control and internal and external security programs. Plan all security aspects of exhibitions, and devises and implement security procedures to protect objects entering and leaving the museums. Collaborate effectively with security staff, the IT department, museum staff and appropriate personnel on security related matters.

Schedule regular meetings with security staff to keep them informed of current information and ensure that policies and procedures are being followed and solutions to problems have been adequately addressed. Provide staff training on all museum safety systems and coordinate with the appropriate departments for other non-security related required training.
Consult regularly with other museum colleagues and industry professionals in regard to up-to-date security operations and best museum practices.

**Technical Data Systems:**
Demonstrate a mastery of technical systems and functionality that are most critical to the security of the Museums including, but not limited to, video surveillance, facility card access systems and content management systems. Collaborate with the Information Technology Manager to maintain functionality, system upgrades and continued support. Keep up-to-date on technological changes in the field and recommend and oversee the purchase and installation of all security and safety equipment. Use a variety of computer applications and other technologies to perform duties and address museum needs (related to exhibitions and events). Accountable for responsibly developing and managing the Facilities and the Security & Safety departmental budgets.

**Compliance:**
Ensure compliance of OSHA, CORI and the Massachusetts Data Security Regulations as required. Complete thorough investigations and report all accidents, injuries, fires, property theft or damage, and other incidents that may imply risk. Initiate investigations of theft, vandalism, or other security breaches/violations.

Accurately and efficiently maintain all security related compliance standards as they relate to current and future accreditation guidelines, as well as state and federal regulations.

**Community Relations:**
Initiate and maintain working relations with local police, fire departments, and other museum security organizations serving as the Museums’ liaison.

Interact with local, state and federal government agencies as necessary, participate in civic, law enforcement and other security related organizations.

Perform other similar duties as dictated by responsibility or necessity or requested by supervisor.

**QUALIFICATIONS:**

A Bachelor’s degree required.

A General Contractor’s License is highly desirable. Experience with facility access systems required. Knowledge of HVAC, electrical, plumbing, building codes, trade standards and general practices within maintenance field are necessary.

Certified Protection Professional (CPP) status is desirable. Extensive knowledge of security practices with experience in managing a security program in a multi dwelling facility, preferably in a museum/gallery strongly preferred.

Five years of relevant supervisory experience in facilities management or in an operational security facility is necessary.

Must possess strong leadership and interpersonal skills with the ability to communicate effectively, handling sensitive situations diplomatically and applying de-escalate tactics when necessary.

The ability to think quickly and respond accordingly in order to direct departmental activities during an emergency situation.

Must possess excellent computer technology skills, the ability to read and understand blue prints, and
have a valid driver’s license.

Must be able to use lifts and climb ladders and scaffolds; lift heavy objects weighing up to 50 pounds.

An Affirmative Action and Equal Opportunity Employer, the Springfield Museums Corporation is committed to developing and sustaining a diverse staff to further the organization’s mission. Women and candidates from historically underrepresented groups are especially encouraged to apply. Applications should be submitted online to: jmuratore-pallatino@springfieldmuseums.org by June 20, 2020.