



## **Senior Manager, Facility Operations**

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**Application Deadline:** January 24, 2025

**Compensation:** \$90,000-100,000 plus generous benefits package

**Term:** Full-time, Permanent

### **About Us**

The Gardiner Museum leverages the powerful storytelling attributes of ceramics as well as its rich history and universality to engage audiences of diverse backgrounds and experiences. As an essential civic institution in the city of Toronto, the Museum presents a full roster of exhibitions, programs, and hands-on classes, while stewarding a permanent collection of international significance. With over 5,000 objects from the Ancient Americas, Europe, Japan, and China, as well as an important collection of contemporary Canadian and international works, the Gardiner is among the few museums focused on ceramics and is one of the world's most notable specialty museums.

This is an exciting time to join the Gardiner team as we continue our renovation of our ground floor, slated for completion in fall 2025.

### **Our Facilities**

The Gardiner Museum features an outdoor plaza with public art, three floors of exhibition and public spaces, administrative offices, three ceramic studios, a commercial kitchen, and the Terrace Room which serves as a restaurant and one of the city's most sought-after event rental spaces.

Constructed in 1983, the 46,000 square feet building is currently undergoing a \$15 million capital project under the direction of Montgomery Sisam Architects and Bosko & Verity Construction Management. Please refer to [From the Ground Up](#) for more information on our capital project.

### **Job Summary**

The Museum is seeking a highly motivated Senior Manager, Facility Operations to join our organization. Reporting to the Executive Director & Chief Executive Officer, the Senior Manager, Facility Operations is an integral part of the Operations team, responsible for ensuring safe, secure, and sustainable facilities. This role oversees both preventative and ongoing maintenance and repairs, grounds, custodial services, security operations, and general facilities management services across the Museum's building and outdoor public spaces. Responsibilities include the planning, oversight, and coordination of major and capital projects, including safety, health, emergency preparedness, and environmental initiatives, as well as managing the facilities' operating and Betterment budget.

The successful candidate will possess a thorough understanding of the property's technical aspects, support daily business and safety operations, ensure the efficient operations of facilities, and mitigate risks to visitors and staff, while safeguarding the museum's collection.

### **Maintenance and Operations Management Responsibilities:**

- Monitor building systems, and regularly inspect, assess, and troubleshoot equipment and the facility for safety and maintenance issues.
- Prepare and oversee preventative and operational maintenance schedules and plan capital improvement projects.
- Ensure elevators and other devices meet the standards of the TSSA.
- Ensure the Life Safety system and fire extinguishers meet the standards of the Fire Code, coordinate fire drills, and conduct weekly tests and general maintenance of the Fire Pump.
- Oversee on-site operations and coordinate between renovation project stakeholders to ensure successful execution and completion of capital projects.
- Manage procurement of service contractors, suppliers, and purchasing related to the facility.
- Prioritize sustainability and energy efficiency in the management and maintenance of museum facilities, as well as in the procurement of materials and equipment.
- Ensure all work conducted by external contractors and trades meets the highest standards.
- Ensure adherence of seasonal maintenance contractor schedules and support the timely removal of snow and ice, as required.
- Perform general systems and equipment maintenance as required.

### **Budget and Resource Management Responsibilities:**

- Participate in the planning, preparation, and review of operating and capital budgets.
- Maintain the Betterment Fund building schedule and make recommendations regarding replacement or repair of capital assets.
- Ensure appropriate resources are available to meet service requirements.

### **Health and Safety Responsibilities:**

- Participation in the Joint Health and Safety Committee.
- Ensure all facilities comply with health, safety, and environmental regulations.
- Review and implementation of the Museum's Emergency Response Plan, and Health and Safety policies and procedures.
- Investigate and debrief incident reports related to the facility and its operations.
- Prepare Health and Safety Reports for Board review and advise on risk and mitigation strategies related to building operations.
- Ensure compliance of staff training and current on all procedural and legislative requirements.

### **Museum Operations:**

- Scheduling and management of Security Guards (unionized).
- Oversee shipping, receiving, and back of house.

- Forecast custodial needs subject to Museum events and programs management of housekeepers' daily duties.
- Prepare timesheet for payroll including security guards and housekeepers. In conjunction with the Hospitality and Visitor Services teams, oversee logistics for Museum programs and events.
- Perform cross-functional duties, as assigned, and/or required.

### **Qualifications**

- Post-secondary education in a relevant field (facilities management, engineering, property management).
- Minimum of six years of broad experience in facilities management with a strong mechanical aptitude, with at least three years of supervisory experience in a customer service-oriented environment.
- Joint Health and Safety Committee certification or working knowledge of the Occupational Health and Safety Act.
- Standard first aid & Level C - CPR / AED.
- Any other training as prescribed under the Occupational Health and Safety Act.

### **Management Skills**

- Strong analytical, decision-making, and critical thinking skills. Able to draw insightful conclusions from information and data. Assess situations to determine importance, urgency, and risks, and make clear and timely decisions in the best interests of the Museum.
- Must commit to working in a socially inclusive environment and communicate effectively and respectfully with staff, service-providers, and members of the public.
- Experience working with unionized employees.
- Experience working on long-range planning and aligning facility operations with organizational goals.
- Experience with negotiating contracts with vendors and managing relationships to ensure quality and cost-effectiveness.
- Project management and budget planning.

### **Technical or Mechanical Skills**

- Working knowledge of building systems (electrical, HVAC, and security).
- Working knowledge of industry standards and safety guidelines, the Ontario Building Code, Fire Code, OHSA, AODA, Building Codes, Electrical Codes, Workplace Hazardous Materials Information System (WHMIS), and facilities services procedures and processes.
- Working knowledge of building automation systems (Automated Logic).
- Thorough knowledge of security and fire alarm systems and its associated distribution including F/A panels, sprinkler systems, heat/smoke detectors, etc.
- Ability to read floor plans and technical drawings (i.e., riser diagrams, schematics, details, etc.) along with excellent reading and writing skills.
- Proficient with hand or electrical tools.

## **Working conditions**

- The working arrangement for this position has been designated as onsite. No hybrid arrangements are possible.
- The Senior Manager, Facility Operations is responsible for being the primary contact for all alarms and emergencies occurring after museum hours.
- Regularly inspecting facilities (HVAC, electrical, mechanical).
- Lifting objects not exceeding 50lbs.
- Working at heights (ladder/scissor lift).

## **Compensation**

The Gardiner Museum offers a competitive compensation package and progressive organizational workplace culture. In addition to salary, benefits include employee health insurance, RRSP group matching plan, maternity and parental leave top-ups, vacation and Personal Emergency Leave, and professional development support.

## **Application Process**

**To apply, candidates should submit a letter of interest and CV in one PDF document by **January 24, 2025, at 5 pm to [hr@gardinermuseum.on.ca](mailto:hr@gardinermuseum.on.ca). Please reference “Senior Manager, Facility Operations” in the subject line. No phone calls or visits please.****

Please note that we will be reviewing candidate submissions as they are received. The Gardiner Museum may choose to move forward with interviews before the posted deadline. Early submission is encouraged.

The Gardiner Museum is committed to employment equity. We encourage and welcome applications from all qualified candidates regardless of age, gender, race, religion persons with disabilities, racial/visible minorities. Upon request, reasonable accommodation is available under the Accessibility for Ontarians Disability Act (AODA) to applicants invited to an interview. Reasonable accommodation for disabilities will be provided, on request, to support applicants' participation in all aspects of the recruitment and selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

For further information on the Gardiner Museum, please refer to our website:  
[www.gardinermuseum.on.ca](http://www.gardinermuseum.on.ca).