

Director, Park Operations and Facilities Management

Maymont is a 100-acre historic estate and park, located in Richmond, Virginia, with many unique experiences for all to enjoy, including the Maymont Mansion, The Robins Nature Center, arboretum, formal gardens, and habitats for native Virginia wildlife and farm animals. With seasonal events, programs and rental spaces, over 800,000 guests enjoy Maymont yearly. Since 1975, Maymont has been maintained and operated by the nonprofit Maymont Foundation, committed to creating experiences that delight, educate and inspire its guests.

Maymont's Director of Park Operations and Facilities Management is a key senior role that leads and manages the team responsible for planning, implementing and maintaining a high standard of customer service, professionalism and excellence in overseeing, managing and coordinating care for Maymont's historic gardens, arboretum, grounds, buildings and facilities. This includes horticulture, maintenance, carpentry, electrical, plumbing, HVAC, security and public safety, as well as servicing primary set up and take down for internal customers' and external clients' meetings, programs and special events that take place on the estate, including off-hours.

The Director is responsible for the security of the historical buildings, animals, and collections on display and in storage, developing and implementing appropriate procedures for visitors and staff, ensuring that Maymont's systems, fleet, equipment and facilities are functioning properly and in accordance with applicable standards and guidelines to serve the mission. The position serves as the primary point of contact for emergency responders such as RPD and RFD, and public services of the City of Richmond such as DPU, DPW, DPRCF and other municipal agencies in connection with the successful operations of Maymont. This position reports to the Executive Director.

Essential Functions include:

- Lead the management and maintenance of facilities, gardens, grounds and systems to support daily operations and functions of Maymont.
- Manage staff and contractors including horticulture, grounds and facility maintenance, public safety, custodial, plumbing, carpentry, roofing, HVAC and electrical and provide ongoing evaluation of performance of duties and proficiency.
- Provide preparation, take-town, and infrastructure support for activities on site including internal customers' and external clients' meetings, programs, tours, special events and private facility rentals.
- Monitor and track infrastructure needs including projected maintenance and repair demands, as well as associated expenses, and provide solutions and planning in collaboration with all Maymont teams.
- Utilize system tracking to document service requests, staff time and materials for timely and accurate response monitoring and cost accounting.
- Ensure proper documentation for short- and long-term capital expenditures, negotiate contract terms to ensure quality services and control costs, and oversee regular maintenance of equipment.

- Oversee construction, repair and renovation projects and monitor work to ensure projects run smoothly, on-time and on-budget, and produce high quality results.
- Collect, analyze and report information and data related to operations, facilities and grounds, such as utility usage, and building and equipment costs.
- Complete annual and long-term strategic and financial planning in coordination with senior leadership and the Board of Directors.
- Collaborate, facilitate and assist as appropriate with specialists to ensure the proper care of historical structures.
- Maintain procedures for safety and disaster preparedness and other safety protocols and overall property management to comply with regulatory agencies.
- Participate in Maymont stakeholder meetings and special events as needed, which may be outside of regular work schedule.

Core competencies:

- Strong organizational, project management and time management skills
- Demonstrated ability to collaborate within and across teams
- Strong analytical skills and attention to detail
- Ability to communicate professionally both orally and in writing to staff, leadership and groups
- Ability to be creative and resourceful
- Drive to make improvements and serve the community
- Mechanical aptitude
- Ability to work in a fast-paced environment
- Exceptional judgement, professionalism, and discretion in handling confidential and sensitive information

Education and Experience:

- Minimum of 10 years of experience in public garden, historic site, park, attraction, university or museum operations and facilities management; or experience working in a comparable institution or business with substantial knowledge of horticulture, building operations and systems for grounds and facilities of a historical nature that accommodate a high volume of visitors and staff on a daily basis.
- Strong leadership skills with the ability to manage multiple teams.
- 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.
- Proven track record of responsiveness and service to internal and external customers.
- Experience reviewing financial statements, building budgets, estimating expenses and tracking expenditures.
- Availability to respond to important issues that arise on nights, weekends, holidays as needed as well as emergency situations on an "on call" basis.
- Proficiency with MS Office and experience with building support systems, asset management and other maintenance systems and databases.
- Bachelor's Degree or Journeymen's License preferred.
- Valid VA Driver's License required.



Physical Demands:

- Frequent sitting, standing, walking and talking for extended periods.
- Frequent climbing, bending, stooping and lifting up to 50 lbs.
- Ability to work inside and outside in all-weather conditions.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

FLSA Status: Full-Time Exempt

Competitive compensation and benefits package include paid-time-off and health, dental, vision, disability and life insurance.

To be considered for this position, please send a cover letter and resume to employment@maymont.org with the position title in the subject line.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Maymont Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer.