

Visitation and Facilities

(Supervisor/Assistant Manager)

Job Description

The Museum of Modern and Contemporary Art in Nusantara (Museum MACAN) is Indonesia's first museum of modern and contemporary art which opened to the public in November 2017.

The Museum is looking for a **Visitation and Facilities (Supervisor/Assistant Manager)**.

Responsibilities:

Facilities

People and processes

- To lead and oversee the Facilities Department to:
 - Oversee strict compliance with the Museum's Facility Standard to ensure that all processes, materials, utilities and equipment in the museum are operating according to the Facility Standard and Operational Procedures,
 - Schedule and oversee a program for building maintenance and repairs for the safe and secure operation of the museum
 - Ensure proper record keeping for all facilities operational processes,
 - Manage Facilities budgets to ensure cost-effectiveness,
 - Oversee maintenance contracts with vendors and contractors.
- Coordinate the relationship with building management.
- Planning and development
 - Plan and oversee all Museum Project Plans, draft reports and make written recommendation to management and board as requested,
 - Strive to increase energy efficiency and cost-effectiveness of the Museum facilities by reviewing existing plans and processes and advising new processes as required.
- Exhibition planning, museum access, and workplace safety
 - Oversee and review all Exhibition Plans and Risk Management plans developed by the Education team and exhibitions management team as part of the exhibition planning and implementation process to oversee the scheduling of all works and to ensure that any fabrication and/or building work within the museum facility complies with the Museum's Facility Standard. This will require liaising with Exhibition, Exhibition Design, Education, and Visitation Teams to discuss proposed exhibition designs, public programs and construction programs comply with the Facility Standard, and museum protocols with respect to visitor flow, and museum experience,
 - Liaise with Exhibition, Visitation, Registration and any relevant internal team, as required to coordinate and schedule access to storerooms, collection stores, meeting rooms and event and exhibition spaces. Ensure that proper record keeping is maintained,
 - Supervise the implementation of the latest and updated health and safety protocols, security procedures, and emergency procedures in the Museum,
 - Undertake Health and Safe Working inductions, as required, for staff or contractors employed or contracted within the museum.

- Training
 - Maintain an annual Facilities Training program for all relevant staff to make compliance with the Museum's Facilities standards.

Visitation

- To lead and oversee the visitation teams:
 - To ensure outstanding customer service and museum experience for all visitors in the museum,
 - To oversee all hospitality requests and liaison for museum visits by officials, guests and VIP guests of the museum,
 - To handle concerns, comments, and complaints from visitors that cannot be settled by the Visitor Service Team or frontliners,
 - To maintain accurate visitation logs.
- Oversee day-to-day operation plan for the Museum including human resources allocation, coordinate Museum calendar and activities, coordinate with Department of Education and Public Program Department, Communication Department, Event Hire calendars,
- Maintain a smooth, thorough and holistic museum flow and ecosystem for visitors,
- Oversee internal coordination of 3rd Party Ticketing partners,
- Communicate with other departments to ensure operational awareness of all Visitor Service functions.

Strategic planning and reporting

- Oversee and lead the development of visitor experience strategies and plans liaising with Membership, Communications, Education Development and relevant internal teams to ensure good visitor relations, return visits and engagement,
- Produce regular visitation reports for internal distribution and board reporting,
- Liaise with Communication and Marketing Departments to run regular analysis on all aspects of visitation, including ticketing, capacity, pricing, opening hours, and customer satisfaction.

Training

- Maintain an annual Visitation Training program for all Security Officers, Visitor Service Officers, Museum Assistant, Cleaning Service Officers and all relevant staff and contractors to ensure compliance with the Museum's visitation and customer service standards.

Qualification includes:

Education: Minimum a Bachelor (S1) degree in Management or Architecture, preferably with interest in Art and Culture.

Work Experience: Minimum 3 years of experience in General Affairs/Building Management/Operation Management.

- Excellent verbal and written communication skills in Bahasa Indonesia and English,
- Basic proficiency with Microsoft Excel and Word required,
- Strong project management skills and attention to detail,
- Friendly and outgoing manner with excellent interpersonal skills,
- Previous project planning experience,
- Ability to display sensitivity, tact and responsiveness with visitors, volunteers, staff and colleagues,
- Ability to organize, prioritize, and meet deadlines in a fast-paced environment while effectively managing multiple projects with creativity and flexibility,
- Confidence and ability to work independently, while maintaining consistent and relevant communication with management,
- Resourcefulness, poise and fluent adaptability to unexpected situations and developments,
- Willingness to pitch in where needed,
- Ability to work well as part of a diverse team, keeping others informed, managing expectations across departments, and highlighting opportunities and risks associated with projects,
- Previous experience with CRM.

Behavioral Competencies:

- Ability to work well independently and as part of a larger team,
- Excellent interpersonal skills,
- Exceptional organizational skills,
- Proactive and responsive,
- Deadline-driven.