



Building Manager

Reports to: Director, Operations and Visitor Services
FLSA Status: Full time, exempt employee
Date Written/Revised: August 2026

ORGANIZATION

Planet Word (www.planetwordmuseum.org) is an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Established by educator Ann Friedman, the museum is housed in the Franklin School, a restored and rehabilitated National Historic Landmark at the corner of 13th and K Streets NW in the heart of Washington, D.C. The museum opened in October 2020 and welcomes more than 100,000 visitors annually, alongside a growing portfolio of public and education programming.

Planet Word's policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status. Planet Word's commitment to promoting diversity, multiculturalism, and inclusion is clearly reflected in the stories we tell. At Planet Word, we strive to provide a forum for civil discourse and to be a place where community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions.

POSITION

The Building Manager is responsible for the overall operation, maintenance, safety, and long-term preservation of Planet Word's building and infrastructure to ensure a welcoming, and fully operational environment for visitors, guests, and staff; and for the cleanliness, upkeep, and appearance of the property, inside and out. This role oversees contractors who maintain and service the museum's building systems and infrastructure, including mechanical, electrical, plumbing, lighting, HVAC, life safety, security, janitorial, structural, and landscaping. Brand-new MEP systems and commissioning were completed in 2023. The building is five stories and approximately 55,000 square feet, including 15,000 square feet of exhibition space. Working closely with the Director of Operations and Visitor Services, this position oversees preventative maintenance, building systems, facility projects, vendor and contractor management, regulatory compliance, emergency preparedness, and capital planning. The Building Manager serves as the museum's primary facilities expert, balancing strategic planning with hands on maintenance and troubleshooting while supporting the long-term preservation of the historic Franklin School building.

SUMMARY OF RESPONSIBILITIES

Facility Operations and Maintenance

- Ensure the museum facility is in safe, clean, and optimal operating condition through daily facility inspections and ongoing monitoring. Assess and implement a sustainable maintenance plan, including standard operating procedures (SOPs), preventative maintenance programs (PMPs), inspection schedules, and maintenance documentation.
- Coordinate and oversee routine preventative and corrective maintenance for all building systems, including HVAC, electrical, plumbing, lighting, elevators, roofing, life safety, building automation systems, and security systems. Maintain daily, weekly, monthly, quarterly, seasonal, and annual maintenance schedules, and ensure timely completion of all work.
- Maintain clean, organized, and safe work areas, mechanical rooms, equipment spaces, storage areas, and common areas.



Team Leadership

- Supervise maintenance tech, including scheduling, assigning work, training, and performance management.
- Provide technical guidance and training regarding building systems, maintenance procedures, equipment operation, and safety practices.
- Support museum operations by assisting with room setups, exhibit installations, public programs, and special events.
- Coordinate with janitorial and security contractors ensuring adherence to safety, cleanliness, and operational standards.
- Coordinate with on-site restaurant partner regarding trash removal, pest control measures, routine maintenance, and overlapping building systems as necessary.

Vendor and Contract Management

- Coordinate and oversee facilities-related contractors and service providers, including HVAC, elevators, fire protection, security systems, plumbing, electrical, roofing, pest control, landscaping, custodial, and other vendors.
- Schedule contractors via Planet Word's event management software and process purchase requests and approvals using the museum's procurement system.
- Review contractor proposals, monitor work quality, verify completion of contract requirements, and resolve deficiencies.
- Assist with the negotiation, renewal, and administration of maintenance agreements, utility contracts, and service contracts to ensure cost-effectiveness and regulatory compliance.

Safety and Compliance

- Assist with building emergency preparedness planning and coordinate responses to facility emergencies, including fire, flooding, power outages, severe weather, and HVAC failures.
- Ensure compliance with OSHA, NFPA, NEC, local building codes, LEED requirements, and other applicable regulations.

Budget and Administration

- Report monthly water and energy usage to Energy Star per LEED building requirements.
- Work with the Director of Operations to monitor monthly utility bills and suggest and implement strategies to lower costs.
- Assist in the development of the facilities' annual budget and monitor compliance.
- Procure supplies, materials, and equipment necessary for facility operations.

Asset Management and Capital Projects

- Recommend capital projects and building improvements based on facility assessments, equipment condition, operational needs, and budget priorities.
- Research, develop, and maintain an asset management program that tracks major building equipment, expected service life, replacement schedules, warranties, and lifecycle costs.

SCHEDULE

- Monday-Friday 7am to 3pm
- Flexibility to work extended hours, nights, weekends, and holidays as needed.
- Respond to after-hours facility emergencies, including weather-related conditions.



QUALIFICATIONS

Required:

- High school diploma or equivalent educational certification
- Minimum of 5 years of relevant experience.
- Experience managing preventative maintenance programs, contractors, budgets, and capital projects.
- Experience troubleshooting, analyzing, and resolving building maintenance issues.
- Working knowledge of OSHA, NFPA, NEC, and local building and life safety codes.
- Proficient computer skills necessary to operate building automation systems and standard operational and administrative software.
- Ability to read, write, and communicate effectively in English as necessary to perform the essential functions of the position, including reviewing technical documentation, communicating with contractors, and responding to emergencies.
- Ability to work independently with minimal supervision.
- Ability to project a positive appearance and attitude and demonstrate team spirit and respect for others.
- Ability to perform other duties as assigned.

Preferred:

- Formal training or certification in HVAC, electrical systems, operating engineering technologies, facilities management, or related technical field.
- Relevant technical certification, such as EPA Section 608/CFC certification, where applicable to the equipment being serviced.
- Experience working with historic, cultural, museum or similar complex facilities.
- Experience with building asset management, facility condition assessments, and long-term capital planning.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to.

- Stand, walk, reach, and use arms to perform tasks as well as push and pull objects and grasp with hands
- Use various machinery and tools
- Talk and hear, and occasionally required to smell
- On a frequent basis sit, stoop, crouch, kneel, crawl, balance, and climb stairs and ladders, work at heights and in environments with temperature ranges both while working outside and inside
- Lift and/or move up to 20 lbs., and occasionally required to lift/move 50+ lbs.
- Use close vision, distance vision, color vision, and depth perception
- Movement between floors and outside grounds to facilitate work

SALARY AND BENEFITS

\$75,000-\$85,000 annually

Planet Word offers a generous benefits package including:

Full employee medical, dental, vision, life, STD/LTD/AD&D coverage plus 50% dependent share and 403(b) plan PTO:

Vacation, holidays, sick, personal days



TO APPLY

Submit your resume and salary requirements via Careers@PlanetWordMuseum.org