

## **LEAD PORTER – CUSTODIAL/JANITORIAL SERVICES**

This position assists the Porter Manager and Supervisors in overseeing all porter/custodial activities for the Fort Worth Museum of Science and History; including over 160,000 square feet of exhibit, classroom, collections and administrative space and the exterior campus/grounds. Areas of responsibility include managing the activities of up to 12 porters/custodians, internal client and guest relations, inventory control and staff development - which includes training of staff. Alongside custodial and building services team, this position will be point in regard to Museum Show Quality Standards and support of all internal and external events including corporate rentals and private events hosted both during, prior to and post operating hours including weekends and holidays.

### **Responsibilities**

The Lead Porter's responsibilities include but are not limited to the following:

- Training employees in all types of cleaning methods and the use of sustainable products.
- Ensure adherence to museum policies and procedures, proper guest interface including guest experience and satisfaction, attendance and productivity.
- Responsible for team member training and management.
- Responsible for improving processes, morale and safety of the department.
- Assures quality of team member work and performance.
- Continually identifies methods to enhance operational effectiveness.

### **Requirements**

- Experience managing custodial operations in a fast-paced, guest-oriented environment.
- Good management skills and excellent communication skills, both verbally and in writing.
- The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds.
- Stand and walk for extended periods of time.

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