

Job Posting

Title: Visitor Experience Manager
Reports to: Executive Director
Employment Status: Contract, one-year (maternity leave)
Compensation: \$48,000 - \$53,000
Deadline: October 30, 2020
Location: Ottawa, ON (Carp)
Hours: Full-time regular position; 37.5 hours/week Monday to Friday, including occasional evenings and weekends.

POSITION SUMMARY

The Visitor Experience Manager will lead in the management of the Diefenbunker Museum's interpretive planning, visitor experience, exhibition development, and visitor research. This role is central to the leadership team's sharp focus on delivering compelling in-person and online experiences that result in repeated, fruitful, and content-rich visitor engagement with the Museum.

Reporting to the Executive Director, the Visitor Experience Manager is responsible for key aspects of the Museum's visitor experience, including exhibitions and interpretation, educational and public programs, and audience engagement. In addition, the management and growth of the collections and its department is under this portfolio. The position requires engaging visitors of all ages, background and interests, through compelling exhibitions, interpretation, experiences, access to our collection, and programming.

PRINCIPLE DUTIES & RESPONSIBILITIES

- Execute the visitor experience plan focused on exhibitions, interpretation, and programming, that align with the strategic directions of the organization;
- Apply the museum's unique 'brand' and story to exhibitions and programs;
- Identify gaps of current visitor experience and provide future direction to address these gaps;
- Develop physical and online exhibitions and associated programming, including content development, logistics, staff management, and budgeting;
- Develop interpretive and exhibition frameworks and strategies;
- Develop and implement a monitoring, evaluation, and visitor research framework, including museum attendance benchmarks;
- Ensures lessons are feed into exhibitions and programs to ensure continual improvement of visitor experience;
- Research and monitor museum and visitor trends;
- Monitor and develop way-finding and signage, as needed;
- Supervise, manage, and evaluate the staff of the visitor experience and collections department so they fully accomplish their goals and objectives;
- Oversee the Collections Department, ensuring proper care and consideration taken to manage, grow, digitize, and increase public access and engagement with collection material



- Steers the Accessibility Committee, ensuring community consultations and multivocality are embedded in museum best practice.
- Provides advice to Executive Director and management on strategic short and long-term direction for visitor experience, exhibitions, and interpretation;
- Search out and apply for grants from governments, foundations and other funding sources;
- Manage department operations, work plans and annual budget.

QUALIFICATIONS

- Four to six years of experience in visitor experience, exhibition development and interpretation, and /or programming within an historic site, art or museum institution, or relevant field in a visitor-focused environment;
- Experience at a leadership level with exhibitions as a storyteller, curator, designer, project manager, or education professional;
- Knowledge of diverse interpretative approaches and new exhibition practices within museum environments;
- Established project planning, budgeting, and implementation experience;
- Exceptional at building relationships at all levels within an organization;
- Adaptable and innovative, as well as proven ability to work in a teamwork environment;
- Strong oral and written communication skills;
- Experience in digital project management preferred;
- Functional in the second official language preferred;
- An advanced degree is preferred.

THE DIEFENBUNKER MUSEUM OFFERS

- A fun, collaborative working environment
- A place for continuous learning and growth
- Flexible work hours (remote and onsite)

To Apply

If you are interested, please send your cover letter, and resume with the subject line “[Your Name] – Visitor Experience Manager” to c.mcquire@diefenbunker.ca by October 30, 2020.

Thank you to all applicants for their interest, only candidates selected for an interview will be contacted.

Diefenbunker, Canada’s Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce.