

## Job Posting

**Title:** Operations Manager

**Reports to:** Executive Director

**Location:** Ottawa, ON (Carp)

**Employment Type:** On-site, full-time, permanent position with benefits, three weeks vacation, and 10 personal/sick days annually. 37.5 hours/week Monday to Friday, including occasional evenings and weekends. There are some on-call aspects to the position.

**Compensation:** \$57,000 – \$61,000 annually

**Application Deadline:** Monday, September 9, 2024, 4:00 p.m. ET

### **ORGANIZATION DESCRIPTION**

The Diefenbunker is Canada's most significant surviving Cold War artifact — it is an impressive four-storey underground facility that operated as the country's central communications headquarters during the Cold War, ready at any moment in case of a nuclear attack. Today, it is a one-of-a-kind museum and national historic site, telling stories of national and international importance and welcoming visitors from around the world.

### **POSITION SUMMARY**

As the champion of museum operations, the Operations Manager will be pivotal in ensuring the seamless functioning of the Diefenbunker Museum, empowering staff, and ensuring the delivery of a world-class visitor experience. This role is integral to the leadership team, driving compelling in-person experiences that foster meaningful and ongoing visitor engagement.

Reporting to the Executive Director, the Operations Manager will take a proactive approach to administrative responsibilities, managing multiple portfolios. They will oversee and guarantee the smooth operations of the museum, including customer service, reservations, programs, events, rentals, and the Gift Shop. They oversee staff including a Reservations and Administrative Coordinator, a Programs, Events, and Rentals Coordinator, an Education Intern, Team Supervisors, and Guides, as well as museum volunteers.

### **PRINCIPAL DUTIES & RESPONSIBILITIES**

#### **Operational Leadership**

- Oversee the day-to-day operations of the museum, ensuring all services run smoothly and efficiently.
- Develop and implement operational strategies that enhance the overall operations and visitor experience.
- Collaborate with the Executive Director and leadership team to align operational goals with the museum's mandate and strategic objectives.

#### **Staff Empowerment and Management**

- Lead, mentor, and motivate operations staff, fostering a positive and productive work environment.
- Conduct regular training sessions to ensure staff are knowledgeable, customer-focused, and aligned with the museum's values.
- Manage staff scheduling, performance evaluations, and professional development.

### **Visitor Experience Enhancement**

- Champion the delivery of a world-class visitor experience, from the moment guests enter the museum until they leave.
- Monitor visitor feedback and analytics to continually improve service offerings and to proactively address any issues.
- Ensure a high standard of customer service is maintained across all visitor touchpoints, including admissions, guided tours, programs, events, rentals, and the Gift Shop.
- Oversee the volunteer program, including recruitment, training, scheduling, and retention of volunteers. Foster a positive and inclusive environment where volunteers feel valued and appreciated, while aligning their efforts with the museum's mission and goals.

### **Financial and Resource Management**

- Manage budgets for operations, visitor services, and the Gift Shop, ensuring financial sustainability and growth.
- Oversee inventory management for the Gift Shop and ensure profitable operations.
- Seek opportunities for cost optimization in the operations department, without compromising on quality or service.
- Apply for and secure student grant funding for the museum's peak season.
- Prepare reports on operations performance to Executive Director and Board of Directors.

### **Health and Safety**

- In collaboration with the Facilities Manager, ensure that all museum operations adhere to health and safety regulations.
- In collaboration with the Facilities Manager, regularly review and update Health and Safety procedures, ensuring staff are trained and prepared.
- Serve as a member of the Health and Safety Committee.

### **POSITION REQUIREMENTS**

- 5 to 7 years of experience in operations management, hospitality, tourism, business administration, or retail, with a minimum of 3 years of experience managing people in a leadership position;
- Post-secondary education in Administration, Business Management, Hospitality, Tourism, or a related field;
- Strong understanding of operational process and a proven ability to ensure efficient and effective day-to-day management;
- Strong commitment to exceptional visitor experience and proactive customer service.
- Proven leadership in inspiring, empowering, and managing a diverse team;
- Experience in training, mentoring, and developing staff, demonstrating strong communication and interpersonal skills;
- Strategic thinker with excellent problem-solving abilities, adaptable in a fast-paced environment;
- Highly organized, ensuring precise execution of complex operational needs;
- Ability to provide a Police Record Check.

### **POSITION ASSETS**

- Working competency or fluency in French;
- Experience working in a museum or cultural institution;
- Experience working in a not-for-profit organization.

**THE DIEFENBUNKER MUSEUM OFFERS:**

- A fun, collaborative working environment;
- A place for continuous learning and growth;
- Robust onboarding and orientation;
- Flexible hours around core working hours;
- Free on-site parking for staff;
- Access to perks at other museums and attractions in Ontario.

**To Apply**

Please send your cover letter and resume together in one PDF file via email to [c.hunter@diefenbunker.ca](mailto:c.hunter@diefenbunker.ca) with the subject line “[Your Name] – Operations Manager”.

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

Please note that there is no public transportation to the Diefenbunker from downtown Ottawa.

Diefenbunker: Canada's Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce. Should you require any accommodation during the application or hiring process, please contact our team at the email address above.

For more information about the Diefenbunker, please visit [diefenbunker.ca](http://diefenbunker.ca).