

JOB POSTING

Title: Reservations and Financial Coordinator

Reports to: Operations Manager and Finance Manager

Location: Ottawa, ON (Carp)

Employment Type: Indefinite, full-time position. Includes extended health care benefits, vacation time, and paid personal/sick days. Onsite, 37.5 hours/week Monday to Friday, including occasional evenings and weekends.

Compensation: \$46,000 to \$48,000 annually

Application Deadline: Friday, May 23, 2025, at 4:00 pm 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

The Diefenbunker Museum is hiring a Reservations and Financial Coordinator to oversee the management of all incoming reservations for the museum, including group tours, school programs, birthday parties, facility rentals, and special events. This position also provides key administrative and financial support, working closely with the Finance Manager to assist with day-to-day financial operations such as invoicing, tracking payments, and recordkeeping.

The Coordinator plays an essential role in ensuring smooth logistical planning, excellent customer service, and the effective use of museum spaces. This role supports the museum's broader strategic goal of enhancing financial sustainability through diversified revenue sources and improved operational efficiency. The ideal candidate is highly organized, detail-oriented, and comfortable managing multiple priorities in a fast-paced environment.

PRINCIPAL DUTIES & RESPONSIBILITIES

Reservations

- Serve as the primary point of contact for all reservation inquiries via phone and email, responding promptly and professionally to ensure timely processing of bookings;
- Deliver a high standard of customer service by providing accurate availability, clear program information, and responsive support throughout the reservation process;
- Manage the FareHarbor reservation system, including:
 - Processing group registrations;
 - Generating and sending invoices;
 - Reconciling daily transactions;
 - Providing monthly reports as needed;
 - Track and update monthly visitor statistics accurately;

- Act as the main liaison with major tour companies:
 - Build and maintain a comprehensive directory of contacts;
 - Regularly promote the museum and its offerings to encourage bookings;
- Maintain communication with key accounts (schools, tour companies, film companies) to strengthen relationships and support repeat business;
- Work collaboratively with the Operations Manager to optimize booking availability in alignment with staff capacity and operational planning;
- Represent the museum at trade shows to help attract tour operators and grow visitor numbers;
- Contribute to organizational processes such as annual budgeting and the development of the museum's work plan;
- Support the Operations Manager and Finance Manager with administrative tasks related to reservations and general operations.

Financial

- Reconcile daily cash sheets, ensuring accuracy and compliance with the museum's cash handling policies;
- Process weekly bank deposits, preparing all necessary documentation and coordinating timely delivery to the bank;
- Perform regular cash counts of donations and the change vault; manage and maintain appropriate levels of cash on hand for operations, including dispensing and tracking petty cash;
- Manage receivable for reservations, including invoicing and following up on outstanding balances with assistance from the Finance Manager;
- Provide support during the museum's annual audit, including preparation and collection of financial documentation.

POSITION REQUIREMENTS

- **Experience** – Minimum 2+ years of professional experience in reservation coordination, administrative support, customer service, hospitality, or financial administration;
- **Standard of Quality** – Demonstrated commitment to delivering high-quality service to clients, partners, and colleagues, with strong attention to detail and professionalism in all communications and processes;
- **Effective Interactive Communication** – Strong verbal and written communication skills; ability to interact effectively with diverse stakeholders and respond to inquiries with clarity and professionalism;
- **Project & Time Management** – Excellent organizational skills with the ability to manage multiple tasks, meet deadlines, and adapt to shifting priorities in a fast-paced environment;
- **Technical Proficiency** – Proficient in using reservation and financial systems (e.g., FareHarbor), and Microsoft Office Suite (Word, Excel, Outlook);
- **Analytical & Financial Skills** – Solid understanding of financial processes, including invoicing, reconciliation, and recordkeeping; ability to manage and track data accurately;
- **Team Collaboration** – Ability to work effectively both independently and as part of a collaborative team, maintaining flexibility and a solutions-oriented mindset;
- Ability to provide a satisfactory Police Record Check.

POSITION ASSETS

- **Second Language** – Professional proficiency in both official languages (English and French).

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

If you are interested, please send your cover letter and resume via email to c.hunter@diefenbunker.ca with the subject line “[Your Name] – Reservations and Financial Coordinator.

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.