

JOB POSTING

Title: Visitor Operations Manager

Reports to: Executive Director

Location: Ottawa, ON (Carp)

Employment Type: Full-time, permanent position. Extended health care benefits, three weeks' vacation, and 10 personal/sick days, after the probation period. On site, 37.5 hours/week Monday to Friday, including occasional evenings and weekends. There are some on-call aspects to the position.

Vacancy Status: This posting is for an existing vacancy.

Compensation: \$61,000 to \$68,000 annually

Application Deadline: Sunday, May 24, 2026, at 11:59 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 a key leader in museum visitor operations, the Visitor Operations Manager is central to delivering a high-quality, world-class visitor experience that fosters meaningful and ongoing engagement.

The Visitor Operations Manager oversees three core areas: leadership of Coordinators and Team Supervisors, visitor experience operations, and programming and event logistics. The role ensures the effective delivery of museum services through oversight of visitor services, front-line staff, and a large volunteer program.

Reporting to the Executive Director, the position provides proactive operational leadership across multiple portfolios, including customer service, reservations, programs, events, rentals, and the Gift Shop. The role requires a proactive and flexible approach, high-level administrative responsibility, and the ability to manage multiple priorities in a dynamic environment.

PRINCIPAL DUTIES & RESPONSIBILITIES

Staff Empowerment and Management

- Lead, mentor and motivate department staff to achieve operational goals.
- Oversee recruitment, performance management, and professional development for department staff.

- Supervise job-specific staff training to ensure competency in assigned roles and effective delivery of departmental services.
- Lead staff scheduling and workforce coordination for a large department, ensuring optimal coverage across programs, events, and services.
- Support Team Supervisors in leading front-line teams and fostering a positive, high-performance work environment.
- Support compliance with HR processes and staff records requirements.

Visitor Experience Excellence

- Champion delivery of an exceptional visitor experience across all museum touchpoints
- Oversee the development, delivery, and ongoing evaluation of visitor programming and membership initiatives, ensuring alignment with organizational goals.
- Develop and maintain strategic partnerships that enhance visitor experience and programming.
- Provide front-line support during peak operational periods, as required.

Volunteer Program Leadership

- Provide strategic oversight of the volunteer program, ensuring alignment with organizational goals and standards.
- Supervise and support the Team Supervisors in volunteer recruitment, training, scheduling, engagement, and overall program delivery.
- Monitor the Volunteer program performance, including volunteer satisfaction, retention, and contributions to museum operations, and foster a positive, inclusive volunteer culture.

Operational Leadership

- Lead operational planning and manage department operations, work plans, and human resources in alignment with budget and organizational priorities.
- Develop and continuously improve department procedures, standards, and service delivery practices.
- Ensure safe, compliant delivery of museum operations and visitor services in accordance with HR policies, health and safety requirements, and applicable legislation.
- Facilitate team communication and alignment through regular meetings.
- Contribute to departmental policy recommendations and development.

Financial and Resource Management

- Develop and manage the departmental budget, ensuring effective allocation of resources and alignment with operational and strategic priorities.
- Prepare departmental performance reports for senior leadership and the Board.
- Oversee Gift Shop operations, ensuring effective inventory control, strong merchandising practices, and sustainable financial performance.
- Oversee ordering and purchasing of museum supplies and equipment.
- Contribute to the development of departmental grants and manage associated activities and budgets.

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;
- 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 satisfactory Police Record Check;
- Applicant must be legally entitled to work in Canada.

POSITION ASSETS

- Working competency or fluency in French;
- Experience working in a museum or cultural institution;
- Experience working in a not-for-profit organization;
- Post-secondary education in Administration, Business Management, Hospitality, Tourism, or related fields.

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 director@diefenbunker.ca with the subject line “[Your Name] - Visitor Operations Manager”.

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

The Diefenbunker does not use AI-based screening, assessment, or selection tools in the recruitment process.



The 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.

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

For more information about the Diefenbunker, please visit diefenbunker.ca.