

Job Title: Museum Site Manager

Reports to: CAMAL COO

Compensation: \$48,000.00 salary, Health Benefits Package, 15 days paid holiday with additional 5 days during the annual year-end closure.

Hours of work: Full-time, permanent, 37.5 hours week.

The Cranbrook History Centre is a landmark site located in Cranbrook BC. We preserve and display internationally recognized paleontology specimens, a nationally designated railcar collection, and serve as a repository for the history of Cranbrook and the East Kootenay region for all to explore and discover. We would like to acknowledge that the Cranbrook History Centre is located on the traditional, ancestral and present Ktunaxa homeland and extend our gratitude for the opportunity to live and learn in mutual respect and appreciation.

The museum is supported by the Cranbrook Archives, Museum and Landmark Society and its Executive Management Team which provides strategic direction, development and funding to achieve the museum's mission. Our team values a supportive and collaborative work culture that is respectful, challenging and promotes diversity and creativity.

Position Summary

The Site Manager plays a pivotal role in the daily operations and financial oversight of the Cranbrook History Centre. The Museum Site Manager ensures that the facility operates efficiently, meets financial goals, and provides an exceptional experience for visitors. This position requires a strategic thinker with strong leadership skills and a hands-on approach to operational and financial management. The position reports to, and is accountable to, the Chief Operations Officer for operational matters and to the Collections Manager for museum issues.

The Cranbrook History Centre is a growing museum with a staff of four to ten.

Position Duties and Responsibilities

- Prepare and monitor annual budgets in collaboration with the COO.
- Manage accounts payable, receivable, and payroll in coordination with the finance team.
- Develop strategies to optimize revenue streams, including admissions, events, and retail operations.
- Maintain accurate financial and visitor records and prepare monthly reports for the executive management team.
- Oversee the day-to-day operations of the Cranbrook History Centre, ensuring the facility is clean, safe, and welcoming for all visitors.
- Support rental program staff in scheduling, contracts, and client communications.
- Coordinate routine maintenance and liaise with CHO and Facilities Maintenance Manager for major repairs and capital projects.
- Implement and enforce workplace health and safety policies.
- Ensure operational compliance with municipal, provincial, and federal regulations.
- Supervise front-line staff, including scheduling, performance evaluations, and training. Foster a positive and inclusive workplace culture aligned with CAMAL's mission and values.

- Provide leadership during events, programs, and emergencies to ensure smooth operations.
- Work closely with the programming and events teams to ensure a seamless and engaging visitor experience.
- Handle visitor feedback and resolve operational issues promptly and professionally.
- Support marketing and promotional efforts to increase visitation and community engagement.
- Collaborate with the COO and Board to develop and implement strategic initiatives.
- Build relationships with local businesses, organizations, and community groups to support the Centre's goals.
- Represent the Cranbrook History Centre at public events and stakeholder meetings as required.

Knowledge and Experience

- Post-secondary diploma or degree in a relevant field AND/OR a combination of education and experience in economic development, business, tourism, hospitality or related field.
- 3-5 years relevant work experience, preferably in a non-profit management.
- Knowledge of office administration/management and customer service standards, including point of sale, cash handling procedures and all aspects of business financial management.
- Knowledge of gift shop merchandizing and retail.
- An understanding of Indigenous relations in this region; additionally, familiarity with the Truth and Reconciliation Commission and the relevant Calls to Action for Museums is an asset. This knowledge can be through education, lived or worked experience.

Abilities and Skills

- Excellent communication skills, both written and oral. Includes report writing skills.
- Demonstrated ability to work independently and in a team environment with an ability to meet tight deadlines.
- Experience effectively managing a budget, with an ability to prioritize where necessary.
- A commitment to equity, diversity, and inclusion strategies.
- Advanced computer skills, in particular knowledge of Microsoft 365, Canva, WordPress, MailChimp and CRM.
- Engenders confidence and trust from stakeholders, the community, staff, Board, and government through excellent communication and relationship building skills.
- High professional standards and honesty, integrity, and authenticity. Exercises influence and empowerment to achieve mutual success.
- A practical, calm, and creative problem solver and strategic thinker, who can react nimbly to the unexpected and be flexible in their decision-making.
- Results-oriented and disciplined; accepts ownership with a hands-on approach.
- Strength and mobility to stand for extended periods, work an active 7.5-hour shift and lift reasonable loads.

We are looking for these personal qualities:

- Initiative: We need someone who has ideas as well as someone who can come up with creative solutions!
- Reliability: We must be able to count on you to ensure the success of our programs.
- Judgement: Things evolve rapidly, being able to make decisions with discernment is an essential quality to being successful in this position

- Detail Oriented: the details matter!