

NATIONAL HISTORIC SITE

BRITANNIA MINE MUSEUM

The Britannia Mine Museum has an immediate opening for the position of **Supervisor, Operations**.

Qualified candidates are to submit their application via email to Deron Johnston, Operations Manager, at djohnston@bcmm.ca. The deadline for applications to be received is end of day on Friday, February 8, 2019.

About the Britannia Mine Museum

The Britannia Mine Museum Society is a registered charity incorporated in 1971. Our mandate is to preserve BC's mining heritage and to educate the public about mining through the operation of the Britannia Mine Museum.

Our mission: To inspire the exploration of individual and societal connections to British Columbia's mining; its past, present, and future.

Our vision: To provide unique, entertaining, and memorable educational experiences that engage visitors of all ages in the spirited history of Britannia, highlighting the role of the Canadian mining industry in the past while focusing on its commitment and leadership in creating a sustainable future.

JOB DESCRIPTION – SUPERVISOR, OPERATIONS

Position type: Full time regular, Level 2 Support to Management

Hours: 37.5 hours per week, weekends and stat days will be required

Wage: Competitive hourly wage dependent on experience

Summary: A key member of the Museum team, the Supervisor, Operations plays a crucial role in ensuring the successful performance of the Interpreter/tour guide team by applying policies and procedures which ensure the highest level of visitor experience and satisfaction.

Essential Duties:

- Supervise the day-to-day activities of the Interpreter team (tour guides)
- Assist with the hiring of Interpreters
- Support the Educational Experience Designer in the training, mentoring, and evaluating of Interpreters
- Deliver both public and school tour programming
- Monitor daily site tour operations and affect changes as necessary
- Consult with the Group Booking Coordinator to ensure the group bookings process integrates smoothly with the day-to-day capabilities of the Operations department
- Create the monthly schedule for all Interpreters, ensuring Museum business needs are met and that fair practices are delivered in scheduling protocols
- In cooperation with the Lead Interpreter, lead the creation of the daily tour schedule, ensuring the public tours and bookings are scheduled correctly and in consideration of day-to-day Interpreter workload and established Museum operations and tour schedules
- Work closely with the Retail and Admissions staff to ensure the scheduled tour times meet the needs of visitation, both public and booked groups
- As directed by Operations Manager, monitor the creation and archiving of the site open and close checklists, acting upon any deficiencies to ensure a secure site
- Communicate directly with the Maintenance Department in ensuring site safety and cleanliness
- Assist the Manager, Operations with seasonal and long-term planning
- Function as a Museum Shiftboss as necessary (training provided)
- To work directly with other departments to help organize and execute events such as:
 - Museum event programming
 - Private site rentals
 - Film productions
- Other related duties as assigned

Responsibilities and Expectations:

- Maintain and aim to improve guest satisfaction, with mindfulness to excellent customer service standards
- Be a positive supporter of Museum policy in interactions with other employees
- Make recommendations for changes to policy or procedures which will improve the operation of the Museum
- Actively contribute to, provide support for, and liaise with all departments to ensure that the goals and mission of the Museum are successfully met
- Be presentable and comfortable when dealing with media and other VIPs
- Ensure compliance with safety standards set out by the BC Mines Act, WorkSafe BC, and WHMIS

Skills and Attributes:

- Highly organized; able to multi-task and perform calmly under pressure
- Able to self-evaluate to ensure personal performance is at a high level
- Goal oriented; with a proven ability to meet and exceed standards laid out by Management
- Adaptive and creative; a willingness to learn and utilize new and innovative techniques and technology to achieve objectives
- Highly developed people management skills; a demonstrated ability to guide and mentor staff
- Exceptional verbal communication skills; a proven ability to train, coach, and inspire employees and a natural ability to deliver programs to the public and students
- Excellent written communication skills; able to produce tactful written communication to fellow employees, senior management, vendors, and the general public
- Good computer skills; able to use Word, Outlook, and Excel to produce reports and emails, and Access (group bookings database)
- To have a basic understanding of budget and budget controls

Required Experience and Qualifications:

- Minimum 2 years experience in a museum or other educational setting delivering programs to students and/or public and/or minimum 2 years experience in a tourism supervisory role or other combination of relevant experience
- Post-secondary education certificate, diploma, or degree, or other significant demonstrated ability to learn in a formal setting
- Experience with not-for-profit organizations is a strong asset
- Minimum first aid OFA Level 1; higher level is an asset (can be completed/obtained after hiring)
- Able to lift 20kg