

## CITY OF HAMILTON

### PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

### (TOURISM & CULTURE DIVISION – HERITAGE RESOURCE MANAGEMENT SECTION – LOCATION - TBA)

### MAINTENANCE & OPERATIONS SUPERVISOR - DUNDURN – CUPE 1041

#### SUMMARY OF DUTIES

Reporting to the Program Manager Sites & Museums, responsible for overseeing the financial operations of the Gift Shop and maintenance operations at Dundurn National Historic Site including the Hamilton Military Museum. Works in tandem with the Curatorial Assistant - Dundurn, Curatorial Assistant - Hamilton Military Museums and the Historic Kitchen Garden Supervisor to ensure the daily operations of the site, the maintenance program and that site messages are consistent with site wide programming and sectional goals.

#### GENERAL DUTIES

Oversee the monitoring and the maintenance of site buildings and grounds (including in-ground archaeological resources) and associated capital inventory including site security.

Supervise the Heritage Facility Cleaners including motivating, supervising, interviewing, hiring, orienting, training, disciplining and evaluating.

Ensure that deficiencies in safety/security systems, maintenance issues and damage or losses are reported promptly and that appropriate staff coordinate maintenance issues and work orders with Heritage Facilities Supervisor.

Facilitate the collaboration of site cleaners with the Curator, Collections and the Conservator to maintain professional standards of conservation and collections management at the site.

Coordinate with the site supervisory staff to ensure all health and food regulations, required licenses and safety codes are followed and communicated to staff and volunteers. Ensure adherence to relevant legislation, policies and procedures, inspections and training.

Greet and assist visitors. Attend to visitors in a courteous and tactful manner by responding to enquiries and providing general information on directions, accommodations and other tourist services.

Works with the Museum Operations Clerk to facilitate the rental program at Dundurn ensuring quality service and clients needs are met.

Assist site staff in the coordination of special events and public programming.

Act as a site lead for film productions.

Work with the Program Manager Sites and Museums to prepare and monitor operational and capital budgets for the site.

Responsible for Gift Shop daily financials including sales, float, petty cash, invoices and prepare deposits including banking.

Actively participates in business planning processes, anticipates needs and provides service as required. Identifies organizational reforms that are required and takes the necessary steps to implement process to changes.

Attend staff meetings.

Ensure that appropriate corrective action is recommended for those employees who do not comply with legislation, policies and procedures.

Ensure that all employees perform work in accordance with applicable Health and Safety legislation and City of Hamilton corporate and departmental policies and procedures.

Perform other duties as assigned which are directly related to the responsibilities of the position

**QUALIFICATIONS**

1. Demonstrated knowledge and experience with Museum building and site maintenance normally acquired through a community college diploma in Museum Studies and/or equivalent combination of related education and work experience.
2. Demonstrated supervisory experience with ability to coach and lead individuals and teams.
3. Excellent interpersonal and communication skills.
4. Experience working in a computerized environment with working knowledge of Microsoft Office products (Office, Outlook, Word and Excel).
5. Must possess a Class "G" Driver's Licence valid in the Province of Ontario.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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