

## **CITY OF HAMILTON**

### **PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT** **TOURISM AND CULTURE – HERITAGE RESOURCE MANAGEMENT** **PROGRAM MANAGER SITES AND MUSEUMS**

#### **SUMMARY OF DUTIES**

Reporting to the Manager Heritage Resource Management, the Program Manager Sites and Museums is responsible for the management, supervision, operation, evaluation and administration of the Hamilton Civic Museums. The Program Manager Sites and Museums serves as a member of the Heritage Resource Management section leadership team and also participates in the Corporate Extended Management Team and the Planning and Economic Development Extended Management Team. The Program Manager Sites and Museums is responsible for implementing short/long range planning objectives and needs assessment; prepares operational business plans, contracts and performance measures; manages and prepares annual operating budgets; manages the recruitment, training, performance and scheduling of human resources and prepares reports for the Manager Heritage Resource Management.

#### **GENERAL DUTIES**

Plan, organize and direct the administration and operation of Hamilton Civic Museums according to policies and procedures, approved budget and identified strategic outcomes, outputs and target levels.

Manage the cultural and heritage resources of Hamilton Civic Museums according to museum standards and legislation, easements, designations and policies, including those regarding artifacts, archives, archaeology, historic landscapes, and structures.

Directly supervise Curators and, through them, a staff of curatorial assistants, historical interpreters, maintenance workers, demonstrators, program coordinators, summer students and volunteers.

Hire, train, supervise, schedule, discipline and perform performance evaluations for Curators.

Work with Curators at each museum to develop, implement, and evaluate site-specific business plans and budgets.

Take responsible for the maintenance, security, and safety of the museums and National Historic Sites, including their buildings and collections, through implementing policies and procedures and training staff.

Coordinate work with Senior Project Manager Capital Projects and the Heritage Facilities Supervisor, contractors and staff of Finance and Purchasing Divisions.

Prepare, maintain and monitor operating budgets for the Hamilton Civic Museums in accordance with established Corporate and Departmental procedures, ensuring that operations are within budgeted levels.

Initiate capital budget projects by identifying needs, researching and providing documentation as required. Provide leadership in planning and implementation of capital projects.

Develop and sustain collaborations and partnerships with a variety of individuals and groups, including indigenous communities, neighbors, special interest associations and various internal City teams.

Maintain professional standards for conservation and collections management activities at the Hamilton Civic Museums including acquiring, studying, identifying, cataloguing, storing and caring for historically significant artifacts. Coordinate with the Conservator and Curator of Collections on conservation and collections management issues.

Initiate, research, communicate and promote the interpretative themes and messages of the Hamilton Civic Museums through tours, educational programs, exhibits, special events, extension and outreach services for the general public and a wide variety of education and user groups.

Administer, co-ordinate and direct the ongoing activities of the Curators by delegating and providing support, guidance, and motivation as required.

Respond to public requests in a timely and professional manner according to the needs of the individual or group and in keeping with the short and long term goals and objectives of the section and division.

Direct research to support museum interpretation and programming.

Monitor revenue-generating activities including admissions, merchandise sales, site rentals and film shoots. Investigate new initiatives and sources of funding.

Recommend marketing initiatives and promote the site by addressing groups at public meetings or conferences and representing the section at special events.

Maintain awareness of relevant trends, initiatives, issues and legislation in the museum and heritage field and take them into account in the performance of duties.

Act as a resource to Curators in the design, implementation and evaluation of customer satisfaction, service quality and continuous improvement programs.

Prepare grant applications.

Ensure that all staff receives required safety training.

Ensure that all staff adheres to mandated health & safety standards through the employee health & safety program.

Assist in the development and implementation of policies and procedures related to the museums and the Heritage Resource Management section.

Prepare reports and recommendations on heritage and museum issues and participate in meetings as required.

Perform other duties as assigned.

## **QUALIFICATIONS**

1. Sound knowledge of the duties listed above with extensive supervisory experience in a museum environment usually acquired by obtaining formal education in History, Archeology, Fine Art, museum studies, heritage resource management or related discipline and an equivalent combination of education and related work experience.
2. Proven knowledge of best operational practices together with a proven record in the administration of a complex museum environment.
3. Demonstrated ability to research and prepare reports.
4. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
5. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.
6. Comprehensive knowledge of Canadian history and material culture.

7. High-level administrative, managerial, supervisory, financial, interpersonal, communication and organizational skills.
8. Demonstrated experience in revenue generation and merchandising within the context of a cultural and tourism facility.
9. Proven leadership qualities including collaborations with individuals and community groups.
10. Ability to foster team building skills.
11. Experience in a computerized environment. Working knowledge of Word, Excel, Microsoft Outlook and database software including POS and facility booking software
12. Knowledge of relevant legislation, i.e., Occupational Health and Safety Act and Regulations including W.H.M.I.S. legislation, Employment Standards Act and Ontario Human Rights Code, Municipal By-Laws, Smoking, and Alcohol Policies.