

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
(TOURISM AND CULTURE DIVISION – HERITAGE RESOURCE MANAGEMENT - LOCATION –77
JAMES ST. N., SUITE 250)

ADMINISTRATOR MUSEUM OPERATIONS– CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager Heritage Resource Management, the Administrator Museum Operations will develop, implement and maintain business processes, operating procedures, the Legend database system and Museum financial system for Divisional and multi-user environments through the generation of reports and analysis of data for Division planning and evaluation purposes.

GENERAL DUTIES

Administers retail inventory.

Develops and implements standard procedures for front-of-house and back-of-house operations.

Represents Culture on the City cash handling team to ensure compliance with corporate policies and procedures.

Assumes responsibility for management and administration of the Legend database and the system's hardware components.

Instructs and oversees users of Legend system for Tourism and Culture.

Investigates user problems, identifies their source, determines and recommends possible solutions, tests and implements solutions.

Updates and prepares manuals, resources and all training related guides.

Establishes and provides end user training for all Tourism and Culture staff for Legend applications and processes.

Requests and maintains user changes, deletions, securities as required operationally.

Identifies, secures, and prepares various sources of data for analysis and reporting, determines methods of collecting and creating information including mapping and use of custom reports and dashboards.

Updates, maintains, audits and supports operation staff in all relevant system modules to ensure accuracy of information for web upload, electronic communications and print conversions.

Provides support and assists in all Tourism and Culture public programming booking and event management.

Provides support to all Tourism and Culture units and Finance staff with respect to Legend related account creation, accounts receivable, accounts payable, refund, taxation, and any payment related concerns.

Works closely with Tourism and Culture Divisional Management Team to assist in reaching operational goals.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other related duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. A University Degree or Community College Diploma in Business Administration, Museum Studies and/ or equivalent combination of related qualifications and related work experience.
2. Proficient knowledge of Legend software application including Front of House, Event Management, Online Ticketing, Bookings, Reporting, Inventory Management, User Management, Security Management, Global, Group and Club settings, Support Portal and Customer Responsive site.
3. Ability to efficiently perform all above-noted duties, with specialization in database management.
4. Excellent knowledge of computer and software applications (Windows, Office, Microsoft Outlook, Word and Excel).
5. In depth understanding of Museum financial accounting practices.
6. In-depth understanding of all Tourism and Culture programs and special events.
7. Demonstrated ability to work independently and in a team environment.
8. Effective communication skills and demonstrated ability to coach and instruct individuals and groups.
9. Time management skills, ability to concurrently manage a variety of projects and priorities.
10. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
11. Must possess a valid Class "G" Driver's Licence.

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.