

## **CITY OF HAMILTON**

### **PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**

### **(TOURISM AND CULTURE DIVISION – HERITAGE RESOURCE MANAGEMENT LOCATION – (LISTER)**

### **SUPERVISOR MUSEUM OPERATIONS – CUPE 1041**

#### **SUMMARY OF DUTIES**

The Supervisor Museum Operations reports to the Manager Heritage Resource Management. The Supervisor Museum Operations develops, implements and maintains business processes, procedures and systems to support the operations of the Hamilton Civic Museums. The Supervisor Museum Operations schedules and directs the work of the Museum Operations Clerks and Facility Attendants. The Supervisor Museum Operations coordinates the delivery of public-facing customer services for the Hamilton Civic Museums.

#### **GENERAL DUTIES**

Supervise Museum Operations Clerks and Facility Attendants and manage their day to day work through scheduling, prioritizing and delegating as required to maintain efficient and effective delivery of public-facing customer service.

Foster a work culture which supports customer service, innovation and quality of service and motivates staff to achieve high levels of performance and productivity.

Develop and oversee online retail operations.

Oversee museum bookings, rentals and use of museum premises for filming.

Oversee the operation and maintenance of the Legend front- and back-of-house software and related hardware for booking, retail, inventory, ticketing and data collection.

Train and support staff in the use of Legend front- and back-of-house software.

Liase with City staff in Recreation and Finance as necessary to support Legend configuration and future development.

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

Perform cash handling audits twice yearly at all museum locations and make recommendations and implement improvements as required.

Ensure that customer inquiries, issues and complaints are addressed in a timely and professional manner that meets or exceeds City service standards.

Develop, implement and maintain Standard Operating Procedures for Hamilton Civic Museum business processes.

Work in accordance with applicable Health and Safety legislation and City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

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

**QUALIFICATIONS**

1. Knowledge and demonstrated experience in the use of Legend or equivalent software applications for front-and back of house, event management, online ticketing, booking, reporting, inventory management, user management and other related business processes.
2. University Degree or Community College Diploma in Business Administration, Museum Studies and/or equivalent combination of related qualifications and related work experience.
3. Experience managing staff at a supervisory level including scheduling, discipline/performance management and change management.
4. Highly-developed communication skills and demonstrated ability to coach and lead individuals and teams.
5. In-depth understanding of standard business processes such as budgeting forecasting and reporting.
6. Demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development and is results-oriented.
7. Familiarity with Tourism and Culture services such as film, programs, special events, and rentals.
8. Time management skills and the ability to set priorities and concurrently manage multiple projects.
9. Experience in the use of business software applications such as Windows, Office, Outlook, Word and Excel.
10. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
11. Valid Class "G" Driver's Licence.