



Job Posting Revenue and Operations Manager

Location: Ottawa, ON

Reports to: Executive Director

Employment Conditions: On-site, full-time, permanent position with benefits, 15 days of vacation, and 10 personal/sick days annually. 37.5 hours/week Monday to Friday, including occasional evenings and weekends. There are some on-call aspects to the position.

Languages of work: English; French considered an asset

Compensation: \$55,000 - \$58,000 annually

Application Deadline: November 28, 2024, at 4:00pm EST.

About the Bytown Museum

The Bytown Museum is a vibrant and progressive community museum in the heart of Ottawa, Ontario - the capital of Canada. Housed in the city's oldest remaining stone building, it is located beside the Ottawa Locks on the Rideau Canal (a UNESCO World Heritage site) and close to Parliament Hill. The museum is a historic treasure and a symbol of Ottawa's rich heritage, and offers a range of engaging programs and services for all ages to enjoy. Since its founding in 1917, the Bytown Museum has served as an anchor in the community, preserving Ottawa's unique story for locals and visitors alike.

Position Summary

The Bytown Museum seeks an organized, detail-oriented, and entrepreneurial **Revenue and Operations Manager**. The Manager is responsible for both financial administration and the smooth and successful operations of the Bytown Museum, including café, boutique, outdoor operations, revenue development, and membership. Success in the role includes a proactive approach to balancing the day-to-day responsibilities with long-term planning, leading junior staff and working well with colleagues, and ensuring accurate financial administration and coordination with the museum's bookkeeper.

As a core member of the Leadership Team, the Revenue and Operations Manager contributes to the organization's health and sustainability by fostering innovative, creative, and purposeful action, promoting cross-departmental collaboration, and working with external partners to further the goals of the strategic plan.

Responsibilities

- Financial Administration
 - Liaise with the Museum bookkeeper to produce monthly financial statements
 - Assist the Executive Director in developing annual budget
 - Prepare and assist with annual audit
 - Ensure all invoicing, purchasing, and reconciliation of monthly expenditures are completed accurately and on time (in coordination with external bookkeeper)
 - Apply for, monitor, and report on summer student grant applications

- **Operations**
 - Work with Executive Director and department heads to develop annual operational calendar, including key dates and seasonal schedules
 - Manage office equipment and supplies
 - Liaise with building management for maintenance and repairs
 - In collaboration with Health and Safety Representative, ensure that all museum operations adhere to health and safety regulations, are regularly reviewed and updated, and ensure staff are trained and prepared

- **Leadership & Staffing**
 - Lead regular operational training sessions to ensure staff are knowledgeable and well-equipped to provide exceptional customer service
 - Manage direct report(s) including recruitment, scheduling, performance evaluations, and encouraging professional development
 - Model the behaviours and standards expected of all team members and ensure expectations and management processes are in place to deliver these in all roles

- **Boutique, Café, and Outdoor Services**
 - Manage budgets for operations, outdoor services, café and boutique, ensuring growth and financial sustainability
 - Oversee inventory management and ensure profitable operations including product purchasing and partnerships, pricing models, sales tracking, and visual merchandising strategies
 - Enhance and align café offerings and outdoor operations to reflect appropriate and consistent visitor trends
 - Manage the museum's Customer Resource Management (CRM) system and point of sales (POS) system including training staff, reporting, and troubleshooting
 - Work with and supervise staff interns, and volunteers who are assigned to the boutique/café, outdoor operations, facility rentals, and fundraising events
 - Foster good and profitable working relationship with consignment partners

- **Revenue Development**
 - Further develop and manage core revenue generating programs and services
 - Explore and recommend potential partnerships and new value-added services
 - Support sponsorship program and fundraising development efforts

Requirements:

- A minimum of 3-5 years' experience in an administrative, operations or skills related role (i.e.: retail management, sales, etc.)
- University or College degree in Administration, Hospitality, Tourism, Financial Management or related field
- Strong interpersonal skills with the ability to coordinate and communicate with individuals at all levels throughout the museum
- Working proficiency in Excell and Google Suite, including project management and collaboration software platforms such as Teams, Monday or Asana
- Excellent time management and organizational skills
- Solution-oriented mindset and troubleshooting abilities



- Proven ability to work independently and as part of a team
- Ability to provide a Police Record Check

Assets

- Knowledge of the cultural sector
- Demonstrated leadership and management experience
- French proficiency

What We Offer

This leadership role offers a comprehensive extended health benefits package, flexible work hours, 15 days of annual paid vacation (exclusive of museum winter holiday closure), free on-site parking for staff, comprehensive training and leadership growth, and paid professional development opportunities. Hybrid remote-work may be available for this role in off-peak season (November-March).

Application instructions:

Please apply with a resume and covering letter with the subject line “[Your Name] - Revenue and Operations Manager” to applications@bytownmuseum.ca by **Thursday, November 28th, 2024, at 4:00pm EST.**

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Bytown Museum is an equal opportunity employer and welcomes diversity in our workforce. Should you require any accommodation during the application or hiring process, please contact our team at the email address above.

