

The City of Richmond is committed to be the most appealing, livable, well-managed community in Canada, a goal that is only made possible by developing our most valuable asset – *our people*. This is a great opportunity to join our team and shape our community. The City of Richmond offers competitive pay programs, comprehensive benefits and attractive incentives. If you are looking to make a difference, and to share our vision “to be the most appealing, livable, and well-managed community in Canada”, then please apply.

Overview

This position carries out supervisory work in planning, developing, coordinating, implementing, monitoring and administering heritage service activities and facility operations for six Richmond heritage sites (Britannia Shipyards NHS, London Heritage Farm, Steveston Museum, Steveston Tram, Minoru Chapel, and Scotch Pond).

Examples of key responsibilities include, but are not limited to:

- Coordinate facility operations to promote the well-being of visitors, staff, and heritage resources; address facility and exhibit concerns; facilitate the maintenance and upkeep the aesthetics of the site;
- Work with the heritage sites team to plan, produce, and evaluate non-personal heritage interpretation activities;
- Support the heritage sites team in planning, developing, and evaluating heritage programs;
- Hire, supervise, and provide feedback to staff; may participate and provide input into more formal performance reviews as required;
- Supervise site use for rentals, food service, and filming;
- Manage and prepare the budget for various areas within the heritage site operations;
- Identify and secure external funding sources;
- Identify, develop, and implement heritage site policy;
- Provide support to, and be a key part of, a larger staff team as well as ensure that the visitor services is organized and welcoming to the community;
- Prepare reports, memos, emails and other correspondence to a wide range of internal and external clients;
- Liaise with partner heritage societies and their Council Liaisons, other community partners, service providers, and stakeholders.

Knowledge, Skills & Abilities:

- Ability to coordinate heritage facility operation including visitor services, non-personal heritage interpretation, and facility up-keep.
- Knowledge of heritage program design and implementation in accordance with the needs, requirements and objectives of the City and community.
- Knowledge of the principles, practices, objectives, and philosophy of heritage site operations and conservation.
- Knowledge of the rules, regulations, procedures and policies governing the work performed.
- Knowledge of the cultural needs and interests of the citizens in the community-wide field or geographic area.
- Ability to recruit, interview, supervise, lead, mentor, delegate, coordinate and schedule the work of a staff group.
- Ability to courteously and effectively deal with the public in providing information and assistance regarding activities and programs.
- Ability to provide effective customer service and to diffuse hostility in an effective manner.
- Ability to establish and maintain effective relationships with a variety of groups, businesses and association members.
- Ability to prioritize competing demands.
- Ability to follow written and verbal instructions.
- Ability to interpret and communicate information to internal and external contacts; ability to compose various types of standard correspondence and reports.
- Ability to prepare and administer budgets.
- Ability to work both independently and interdependently while exercising sound judgement and initiative.
- Knowledge of clerical and record keeping procedures and knowledge of modern office practices and procedures.
- Knowledge and skill in using City computer applications such as PeopleSoft (HCM), CLASS, Outlook and Microsoft programs; ability to use REDMS or a similar records management system.
- Satisfactory completion of Police Information Check.

Qualifications and Experience:

- Two year College Diploma, supplemented with a minimum of 2 years up to and including 5 years related experience is required, preferably in heritage services OR an equivalent combination of training and experience. A University Degree is preferred.
- A valid Class 5 Driver's Licence for the Province of British Columbia.
- First Aid and CPR certificate is preferred.

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The City of Richmond is an inclusive employer committed to employment equity objectives and invites applications from all qualified individuals. We thank all applicants in advance for their interest; however, only those under consideration will be contacted. Should you be contacted and require some form of accommodation during the recruitment process, please let us know and we will endeavour to meet your needs to the best of our ability. If you are unsuccessful, please accept our appreciation for your interest. No telephone inquiries, please.

This position is restricted to those legally entitled to work in Canada.

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Working Conditions:

Duties are performed at six heritage site locations across the City. May encounter upset or unpleasant customers. May require lifting or other physical exertion.

Additional Information:

Employee Group	CUPE Local 718
Position Status	Auxiliary
Pay Band	J14
Pay Range/Rate	\$35.69 - \$42.14
Openings	1
Close Date	October 16, 2020

Please click [here](#) to apply today!

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