

JOB DESCRIPTION



OPERATIONS MANAGER

ABOUT THE CANMORE MUSEUM

The Canmore Museum is a not-for-profit society founded in 1984, and has been the trusted custodian of our shared heritage, collective memories, and what matters most to this community for nearly five decades. Our work is a catalyst for community building, collective learning, and social sustainability. Our mission is to ignite collective experiences and unexpected connections. To do this, we consistently bring people together around our shared mountain landscapes and Bow Valley art, culture, heritage, and places, incorporating STEAM learning (science, technology, engineering, art and math) in creative ways to build a stronger, more connected community.

The Canmore Museum is deeply committed to the work of community building through culture and history, and to bridging diverse communities together to strengthen society. This includes a commitment towards Truth and Reconciliation with Treaty 7 Indigenous communities, and equity, diversity and inclusion. We embark on this journey with humility, as we build relationships with the many diverse communities and histories, here in Canmore.

ABOUT THE OPPORTUNITY

We are seeking a strategic detail oriented leader, operational thinker, collaborative partner, adaptable problem solver for our Operations Manager to strengthen the operational backbone of our organization. In this role you'll ensure financial sustainability, effective systems and operational excellence that will allow the Canmore Museum to be a flagship attraction and hub for Canmore and the area, delivering unique, compelling and remarkable experiences which celebrate community, culture and science. If you thrive on solving challenging problems,

building efficient processes and supporting a mission driven team, this is your opportunity to make a difference.

The Operations Manager ensures the Canmore Museum remains financially sustainable and operationally effective by playing a central role in budgeting, compliance, systems management while supporting the people and processes that keep the Museum running smoothly. This is done in accordance with the Board's Vision, Mission and Values, under the leadership of the Executive Director, by strengthening administrative processes, and providing financial acumen.

RESPONSIBILITIES

Bookkeeping and financial processes
Budgeting, forecasting, and reporting
Operations, administration and leadership

Reporting to the Executive Director, and liaising with the Treasurer, the Operations Manager is responsible for day-to-day financial management and accounting, assessing organizational risk, and office administration.

BOOKKEEPING AND FINANCIAL PROCESSES

- Maintains the Museum's general ledger, including accounts payable and receivable.
- Prepares monthly bank and corporate credit card reconciliation and recording for review.
- Records and reconciles earned revenues, including POS sales, memberships, grants, and donations. Weekly reconciliation and recording of POS sales.
- Prepares and submits sales tax and charitable donation filings on an annual basis.
- Manages all accounts payable and receivable processes including coding invoices, and processing of payments, and seeks the necessary financial approvals.
- Contract management including tracking of payment dates and terms, and initiating payments upon confirmation of deliverables by staff managing the project.

BUDGETING, FORECASTING AND REPORTING

- Supports the Executive Director and the Treasurer in the annual budget process .
- Prepares accurate and timely monthly and quarterly financial reports, cash flow reports and budget forecasts, including expenditure variance reports.
- Ensures compliance with accounting standards, audit requirements, CRA charitable regulations, and government filings.

- Manages banking and other accounts, and relationships with auditors, and financial institutions.
- Prepares fundraising campaign-related progress reports as required.
- Tracks donations, and prepares CRA tax receipts at the end of the year through CRM.
- Prepares project-related financial reports for review by the Executive Director
- Prepares grant-related financial reports as required.
- Tracks grant award agreements, deliverables and deadlines connected to payments, prepares budgets for grant applications, and financial reports to support grant reporting.

OPERATIONS AND ADMINISTRATION

- Works with ED to develop and maintain a records management program, including paper and electronic file systems.
- Develops and implements operational policies and procedures to enhance efficiency and risk management.
- Oversees facility maintenance (all locations) and service contracts to ensure a safe and welcoming environment.
- Manages insurance coverage, health and safety compliance, and organizational risk mitigation.
- Receives and distributes all Canmore Museum mail to individual departments and ensures outgoing mail is taken out twice weekly. Records incoming and outgoing mailing.
- Miscellaneous administrative activities such as ordering and maintaining office supplies and overseeing main information email.
- Assists in maintaining CRM and POS systems and office IT systems.
- Manages the donor database.
- Oversees operations management of NWMP Barracks location which includes staff and volunteer scheduling and facility maintenance. Works with lead garden volunteer to ensure grounds and gardens are maintained and a good harvest of vegetables is available for donation.
- Manages the banner program by coordinating all bookings for banners hung at the NWMP Barracks, processing payments, and managing installations.
- Website maintenance and updates.
- App maintenance and updates.
- Gathers statistics for most of the museum's operations.
- Serves as main contact for Museum members. Monitors and reviews membership status and statistics and engages with member feedback to improve membership programs.

EMPLOYEE LEADERSHIP

- Volunteers, interns, seasonal workers, and other staff as designated by the Executive Director will report directly to the Operations Manager, who will oversee day to day operations of these staff. This includes scheduling, training, performance management, and delegating.
- Collaborates cross-departmentally to ensure financial and operational alignment with Museum programs and initiatives.
- Organizes and tracks information and statistics about volunteers and volunteer hours.
- Conducts performance evaluations for part-time staff with the Executive Director.

- Supports the Canmore Museum's mission and values by ensuring resources are effectively managed and aligned with organizational priorities.
- Takes on additional responsibilities as assigned in support of the Canmore Museum's success.

ACTING FOR THE EXECUTIVE DIRECTOR

- In the event of the Executive Director's absence, the Operation's Manager will provide interim support, including fulfillment of certain ED duties as directed by the Board Chair or a board member designated by the Board Chair. These additional duties may include, but are not limited to, monitoring of the ED's email, responding to interested party requests, attending board meetings, and additional operational functions that would ordinarily be fulfilled by the ED.

QUALIFICATIONS

- Degree or equivalent experience in a related discipline, such as public administration, business management, museum management or cultural resource management.
- Minimum of three year's experience working in a financial or operational capacity in an office environment.
- Demonstrated experience in HR management, including performance management, recruitment and employee relations.
- Experience with non-profit organizations and cultural organizations is considered an asset.
- Experience with Quickbooks, payroll programs, Square POS and non-profit CRM systems considered an asset.
- French language proficiency is considered an asset.

POSITION DETAILS AND EXPECTATIONS

- Primarily office based at the Canmore Museum offices.
- Willing and available to work a variety of shifts, including evenings and weekends. This may include coverage for other positions as needed.
- Ability to adapt to a dynamic environment with competing priorities and tight deadlines.

This is a full time position. The salary is \$64,000 - \$72,000 annually commensurate with experience. The Canmore Museum offers an excellent benefits and vacation package, free on- site parking, and outstanding work environment. We thank all candidates for their interest, however only those selected for an interview will be contacted.

To apply, please submit your resume and cover letter to Lisa Isley, Executive Director, at director@canmoremuseum.com.

