

Job Title: Programs Officer
Reports to: Vice President, Visitor Experience
Hours of work: 35 hours weekly, Monday to Friday. Some weekend and/or holiday shifts will be required.

Job Summary: Reporting to the Vice President, Visitor Experience, the Programs Officer will manage and coordinate all programs, events, and volunteer management at Fort Calgary.

ABOUT FORT CALGARY

Join the visionary team at Fort Calgary at an exciting inflection point in the organization's trajectory. Together, the Board of Directors and staff at Fort Calgary are forging the path to redefine what it means to be a museum and cultural space in today's world. Our focus is authenticity and relevance, through innovative methods of storytelling, collaborating and sharing. This includes future plans for the New Museum Project for the community to gather and learn.

Fort Calgary is located at the confluence of the Bow and Elbow Rivers, a site which has been a historical and cultural gathering place from the first Indigenous people thousands of years ago to the arrival of the North West Mounted Police in 1875. From its origins as Mohkînsstsis (Blackfoot), Wîchîspa (Nakoda), and Guts'ists'i (Tsuut'ina), to its more recent history as a national, provincial and municipal historic site, Fort Calgary has a complex story to tell.

RESPONSIBILITIES

PUBLIC PROGRAMS:

- Lead and coordinate programs that attract, engage, and retain visitors. These programs drive Fort Calgary's mission and include revenue generating events and experiences. To accomplish this, the Programs Officer must possess a wealth of event management experience and a working understanding of visitor engagement.
- Under the guidance of the VP, Visitor Experience, design an annual program plan that both aligns with and drives Fort Calgary's mission.
- Work within key metrics/KPIs, building standard reporting, defining process, and using data-driven analysis to inform all aspect of content lifecycle.
- Execute departmental planning, including budgeting and financial forecasts.
- In coordination with the departmental leads, coordinate all external/internal marketing and communication initiatives.
- Source gift-in-kind donations for events and programs, as needed, in collaboration with the Fundraising Officer.
- Support Fort Calgary's Front Desk when needed, providing exemplary customer service under the guidance of the Visitor Services Supervisor.

VOLUNTEER MANAGEMENT:

- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation; raise staff awareness of the role and the function of volunteers.
- Promote volunteering (internally and externally) through recruitment and publicity strategies.
- Interview/recruit volunteers and ensure they are appropriately matched and trained for a position.
- Coordinate an annual volunteer appreciation event and manage on-going communications.

CRITICAL KNOWLEDGE

- 3-5 years' experience in managing multiple projects, public events, management, or arts.
- A strong understanding of Indigenous relations in this region and Treaty 7; additionally, familiarity with the Truth and Reconciliation Commission and the relevant Calls to Action for Museums is a significant asset. This knowledge can be through lived or worked experience, or education (or both).

SKILLS & EXPERIENCE

- A passion for the arts and culture sector, museum programming, and innovative content.
- Exceptional organizational skills and ability to manage process and gain efficiencies (e.g. managing administrative records, reports, spreadsheets and schedules).
- Ability to actively listen and proactively provide solutions.
- Strong financial management skills.
- Ability to communicate effectively with others, be self-motivated and maintain an expected level of professionalism (i.e. punctuality, approachability and dress code).
- Ability to present to groups and influence relationships with diverse stakeholders.
- Intermediate to advanced computer literacy is required, including Microsoft Office. Experience with MailChimp, Canva, and SurveyMonkey, would be considered an asset.

EDUCATION

- A post-secondary degree, diploma, or equivalent experience is required.
- Post-secondary education in the field of History, Museum Studies, Cultural Development, Archeology, Event Management, or Education would be considered an asset.
- Ability to speak another language other than English is an asset, but not required.
- A valid driver's license is required.

Fort Calgary offers a superior benefits and vacation package, flexible work schedules, competitive salary, free on-site parking, and an outstanding work environment.

Applications accepted until June 16, 2019

Please submit a detailed resume/cover letter stating availability and salary expectations to:

Human Resources at Fort Calgary
hr@fortcalgary.com

No phone calls please.

