



## ATLAS COAL MINE NATIONAL HISTORIC SITE

The Atlas Coal Mine National Historic Site in East Coulee, AB, is seeking a full-time Director of Visitor Services (DVS) to join our team. Located in the picturesque Drumheller Valley, the Atlas preserves one of Canada's most complete historical mining landscapes and welcome more than 20,000 visitors a year. The DVS ensures high standards in all our front-of-house operations and plays a fundamental role within our management team. The ideal candidate will be entrepreneurial, proactive, and have passion for museums.

Reporting to the Executive Director, the DVS oversees all our visitor services, including staffing schedules, retail operations, related budgets, supply management, and major event planning. They are responsible for developing and maintaining a variety of stakeholder relationships, including our membership program at the public and corporate levels. They have direct supervisory responsibilities for up to 10 staff.

### Key Responsibilities:

1. Staff scheduling – both daily schedules for tour times and daily/monthly schedules for staff
2. Training and mentoring of staff
3. Managing budgets
4. Managing retail operations (inventory, cash handling, customer service training, etc)
5. Managing group bookings (school and public) and tour operator relationships
6. Managing the collection and analyses of visitor survey data
7. Maintaining our membership program (including corporate memberships), developing corporate sponsorship opportunities, cultivating donor relationships
8. Main point of contact for site film, photography and event inquiries
9. Organizing and promoting special events; in particular our Christmas event
10. Delivering tours on an occasional basis

### Key Qualifications and Competencies

#### Essential:

3+ years of progressive work experience within the museums and/or heritage industry, with 1+ years in a management capacity

A degree in history, education, museums studies, or a related academic discipline (or equivalent experience)

Retail and customer care experience

Demonstrable experience with museum/heritage site stakeholder relationship building

Excellent communication and organizational skills

Ability to work independently or within a team to solve complex problems

Ability to manage staff scheduling and budgets

Ability to coach and inspire staff

Public speaking/engagement experience, preferably in a heritage or museum setting

Ability to prioritize complex and often conflicting tasks

Flexible, positive attitude

**Desirable:**

A graduate degree in a relevant discipline (i.e. museum studies)

Marketing and social media engagement experience

Event planning experience

Fundraising and philanthropic relationship development experience

**Work Environment and Compensation Package**

The Atlas is an outdoor historic industrial site in a rural location with offices in heritage buildings. Work conditions can be challenging at times, due to the nature of the site and the Drumheller environment (extreme heat during the summer, difficult local terrain, historic buildings). The role will require working both indoors and outdoors on varied terrain in all weather, including occasional time in our underground structures. A love of animals is a bonus; our office cat, Raindrop is a key member of the Atlas team.

Hours of work: 37.5 hrs/week; rotating schedule May-Oct, Mon-Fri remainder of year. Although some overtime and irregular hours will be expected, hours per week will not normally exceed 44.

Compensation: \$50,000 per annum. Benefits include inclusion in a group extended health benefit package, 3 weeks paid leave per annum, and professional development opportunities. A small relocation budget is available.

Please apply via email with cover letter and resume to Dr. Sarah Newstead (Executive Director), [snewstead@atlascoalmine.ab.ca](mailto:snewstead@atlascoalmine.ab.ca)

Application deadline: March 12, 2020 at 4pm MST. Expected position start date will be mid-April.

The Atlas Coal Mine National Historic Site is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified persons. We encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas at the Atlas to apply. We thank all who express interest in this position, however, only those selected for an interview will be contacted.