



**Job Title:** Events and Rentals Coordinator

**Reports to:** Operations Manager

**Compensation:** \$20.00, health benefits, 2 weeks holidays.

**Hours of work:** 30hrs week, requires flexible evenings and weekends.

### **About the Cranbrook History Centre**

The Cranbrook History Centre is a landmark site located in Cranbrook BC. We preserve and display internationally recognized paleontology specimens, a nationally designated railcar collection, and serve as a repository for the history of Cranbrook and the East Kootenay region for all to explore and discover. We would like to acknowledge that the Cranbrook History Centre is located on the traditional, ancestral and present Ktunaxa homeland and extend our gratitude for the opportunity to live and learn in mutual respect and appreciation.

The museum relies on motivated and detail-oriented individuals who enjoy interacting with all visitors to achieve the museum's mission. Our small team values a supportive and collaborative work culture that is respectful, challenging and promotes diversity and creativity.

### **Position Summary**

The Cranbrook History Centre is seeking an outgoing, organized and detail-oriented person to manage all aspects of the facilities rental and events program, and assisting with the front of house visitor experience. The Coordinator will oversee a seamless guest experience, welcoming, and assisting guests and is expected to be knowledgeable and gracious to a diverse audience base. The Coordinator will also help identify and measure key performance indicators to drive visitor satisfaction.

The Rentals and Facilities Coordinator reports to and works closely with the Operations Manager to direct all aspects of the facilities rentals program of the Museum, and develop and deliver meaningful events throughout the year.

### **Position Duties and Responsibilities**

- Responsible for selling the Royal Alexandra Hall and other museum spaces and services to organizations and individuals to meet revenue goals. Includes scheduling, contract management, and supervising bookings.
- Develop and execute entertaining, unique and community driven events for a wide range of audiences.
- Provide exemplary client services, advising clients about catering, décor, and entertainment options.
- Ensure all activities comply with insurance, health and safety standards.
- Manage projects related to the improvement of rental facilities and contribute to large capital project planning.
- Work with the Operations Manager to market museum facilities as part of the overall marketing plan for the museum.
- Work with the management team to create rental policies and procedures.
- Maintain rental supply inventories and spaces.

- Track expenditures related to rentals and inventory, providing invoices for payment as per museum policies.
- Work with the Museum Assistant to ensure set-ups and clean-ups are managed efficiently.
- Provide monthly written reports to Management on projects, events and programs.

## Qualifications

### Knowledge and Certifications

- Combination of relevant education and experience in tourism, hospitality or events management.
- Knowledge of office administration/management and customer service standards.
- Knowledge of Point of Sale systems and cash handling procedures.
- Event planning and management experience an asset.
- An understanding of Indigenous relations in this region; additionally, familiarity with the Truth and Reconciliation Commission and the relevant Calls to Action for Museums is an asset. This knowledge can be through education, lived or worked experience.
- First Aid Level 1 certification required.

### Abilities and Skills

- Passion for exemplary customer service and visitor experience, with success in improving both.
- Experience in a museum or non-profits a definite asset
- Proven organizational skills including the ability to develop, manage and monitor operating budgets and financial performances.
- Enjoy interacting with adults of all ages, multi-generational families, and children.
- Excellent interpersonal and communication skills marked by professionalism, teamwork, and courtesy.
- Strong computer skills, in particular knowledge of Microsoft 365.
- Some supervisory and leadership experience.
- Ability to work independently without day-to-day supervision while still collaborating in a small team environment.
- Strength and mobility to stand for extended periods, work an active 8 hour shift and lift weights up to 25 kilograms.

### We are looking for these personal qualities:

- Initiative: We need someone who has ideas as well as someone who can come up with creative solutions!
- Reliability: We must be able to count on you to ensure the success of our programs.
- Judgement: Things evolve rapidly, being able to make decisions with discernment is an essential quality to being successful in this position
- Detail Oriented: the details matter!

Cranbrook is a town with a diverse and international community. The Cranbrook History Centre strives to reflect this in our work and our team. We encourage applicants who identify as LGBTQ2S+, Person with Disabilities, Indigenous, and visible minorities to apply. The Cranbrook History Centre is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity, please advise if you require accommodation.

## How to Apply

In the spirit of reconciliation, we are committed to increasing Indigenous representation throughout the organization and encourage applicants to self-identify as Indigenous within cover letters and/or resume.

Please send your resume and cover letter as a PDF to [office@cranbrookhistorycentre.com](mailto:office@cranbrookhistorycentre.com). Subject line: first name, last name, job title. Ex: Jane Doe, Events & Rentals Coordinator. The selection process will remain open until the position is filled.

**\*We appreciate all applications; however, only short-listed candidates will be contacted. 3 references, a valid drivers licence, clean criminal record check and vulnerable sector police check will be required before employment\***