

# CAPITAL HERITAGE CONNEXION PATRIMOINE DE LA CAPITALE

## **POSITION: Program Manager**

The Capital Heritage Connexion | Connexion patrimoine de la capitale (*formerly the Council of Heritage Organizations in Ottawa | anciennement le Conseil des organismes du patrimoine d'Ottawa*) is an umbrella organization serving cultural heritage stakeholders in the greater Ottawa area. The CHC plays a leading role in developing and sustaining Ottawa's heritage sector and ensuring local residents have access to heritage. To achieve its objectives, the CHC works closely with museums, archives, historical and genealogical societies, cultural communities, heritage buildings and sites as well as a range of heritage scholars, supporters and advocates.

We are seeking a highly motivated and fluently bilingual professional to join our team as a Program Manager.

The ideal candidate is an organized and detail-oriented professional with excellent communications and interpersonal skills. They will have a proven ability to establish priorities, work independently, and can proceed with objectives with limited supervision.

Reporting to the Executive Director, the Program Manager will develop and manage programs, events and initiatives aligned with the CHC's strategic goals. Key responsibilities will include:

### **Membership Management:**

- Communicate with members on a regular basis;
- Run the annual membership drive;
- Coordinate processing, tracking and invoicing of member applications and renewals;
- Develop outreach and membership materials (presentations, brochures, website content, etc.);
- Develop a strategy to increase CHC membership and representation;
- Respond promptly and professionally to inquiries about CHC's programs and membership benefits;
- Maintain an efficient, reliable database to record membership contact information and records; and
- Create and facilitate member satisfaction surveys and analyze the results to direct future programs.

### **Program and Event Management:**

- Identify, leverage and promote relevant external professional development and funding opportunities for our members;
- Develop, promote and manage internal professional development programs and networking events based on the needs of our membership (e.g., Capital Heritage Mentorship Program, webinars, workshops, group gatherings and exchanges);
- Evaluate programs and make recommendations for change and revision;
- Plan and manage the CHC's annual heritage events (Heritage Day, AGM, Gathering of Council); and
- Assist with budget preparation for events and programs.

### **Outreach & Marketing:**

- Coordinate visits to members' events and sites;
- Work with internal and external partners to implement our new corporate name and brand;
- Take lead in working with an external firm to maintain and manage our websites;
- Oversee the communications including the e-newsletter, member communiqués and social media;
- Lead the overall marketing strategy to promote our members and their offerings;
- Act as project lead for Ottawaography | ottawagraphie.

### **Other Responsibilities:**

- Recruit, train and supervise support staff, summer students and volunteers;
- Provide support to the Board of Directors in the absence of the Executive Director;
- Undertake administrative duties as needed; and
- Fulfil other duties as may be assigned by the Executive Director.

### **ESSENTIAL QUALIFICATIONS AND ASSETS**

- Post-secondary education or equivalent experience in communications, public history, arts and culture administration, business administration or a related field with 3 years' relevant working experience;
- Fluently bilingual in French and English;
- Experience providing leadership, training and supervision;
- Experience with program/project management, event planning and communications;
- Ability to communicate effectively and confidently in person and in writing;
- Proficiency in Microsoft Office, Adobe Creative Suite, social media platforms, and website management tools (WordPress);
- Proven ability to work simultaneously on several project timelines;
- Ability to prioritize and to work independently and in a team setting;
- Must be able to meet deadlines and perform under pressure;
- Highly motivated, with a passion for the Capital's and broader Canadian heritage;
- Experience working with heritage and community groups, organizations and volunteers is an asset;
- Experience working in a not-for-profit organization is an asset; and
- A valid driver's license and access to a vehicle is an asset.

### **TERMS:**

The Program Manager works a standard 37.5 hours per week, but will occasionally work evenings and/or weekends to accommodate activities such as Board Committee meetings and other events.

This Program Manager position offers a salary range of \$32,000 - \$38,000 per annum (plus an added bilingualism bonus if applicable), a generous benefits package, three weeks of vacation, parking, professional development opportunities and a flexible work environment. The candidate will also benefit from an additional two weeks of paid vacation during our annual holiday office closure.

**Deadline to apply: April 17, 2019.**

Please apply with cover letter and resumé to Catherine Lindquist, Executive Director: [direction@capitalheritage.ca](mailto:direction@capitalheritage.ca)

The Capital Heritage Connexion | Connexion patrimoine de la capitale is an equal opportunity employer, and thanks all applicants for their interest. Only those selected for an interview will be contacted.