



HOME OF HISTORY & PROGRESS

POSTING

Manager of Heritage Culture and Tourism
Full-time Permanent Opportunity

Why Choose Loyalist for Your Next Great Career Opportunity? *There is a great wealth of historical significance, and unique culture in the Township and we plan to work closely with our community partners to expand our focus on heritage, culture, and tourism with the introduction of this new role. Loyalist Township is committed to developing leaders who are passionate about making a difference. We support leaders to grow their strengths in managing others. Together we will reach our collective full potential as an employer of choice. We offer excellent pay and benefits including a defined benefit pension plan (OMERS). Service to our community and to each other, is what we do.*

Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between the Town of Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with a number of smaller hamlets throughout, including its very own island community, accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts an amazing downtown core right on Lake Ontario, full of excellent restaurants and night life offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.

What do You offer Loyalist as a Skilled Leader? *You bring a positive approach to challenges with a can-do attitude. You inspire trust and genuinely want the best for people: both inside the organization and in the community we serve. You passionately bring your expertise in heritage, culture, and tourism to our organization and provide a vision for the future success of the Township. You want to grow and develop as a facilitator and coach of a team made up of both staff and community members. You strive every day to provide your best in service to Loyalist's unique heritage and culture.*

This role is not for everyone, but if it sounds like it is for you, let us know: apply today!

File No: 2021-07 Manager of Heritage, Culture and Tourism
Hours: 35 per week
Salary: \$90,600 - \$104,486 Annually (\$49 - \$57/hr)
Closing: March 15, 2021, 4:00 p.m.

Visit www.loyalist.ca to apply!

APPLY NOW!



JOB DESCRIPTION

POSITION TITLE:	HERITAGE, CULTURE & TOURISM MANAGER
REPORTS TO:	DIRECTOR OF COMMUNITY AND CUSTOMER SERVICES
RESPONSIBLE FOR:	MANAGEMENT OF HERITAGE PROPERTIES AND TOURISM INITIATIVES
CATEGORY:	PERMANENT, FULL-TIME, MANAGEMENT
UPDATED:	NEW – FEBRUARY 2021

POSITION SUMMARY:

This role is an integral part of service delivery to the residents of Loyalist Township and contributes to the achievement of our Strategic Plan, within applicable Council resolutions, bylaws, and other legal frameworks. Responsible for providing leadership and long-term strategic direction for the Heritage, Culture & Tourism Division, the Manager oversees cost-effective financial and operational planning to meet the preservation of history, attraction of tourism, and cultural needs of the community. This includes effectively managing all Township heritage properties (including cemeteries). The position ensures a high level of customer satisfaction, collaborates with community groups, and ensures sustainable environmental practice opportunities are maximized. The position supports the engagement of qualified heritage, culture & tourism personnel and coordinates contracted services.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

- Post-secondary degree or diploma related to history, culture, tourism or other related discipline, complemented by:
 -
- Professional Membership with the Canadian Association of Heritage Professionals (CAHP) or ability to obtain membership an asset.
- Three to five years of experience in the field of heritage and/or tourism or equivalent.
- A minimum of five years of leadership experience is required.
- Experience working with relevant legislation and policy frameworks such as the Ontario Heritage Act, the Planning Act, the Ontario Environmental Assessment Act, and other relevant Ontario Provincial Policy Statements.

- Demonstrated success research, planning, project implementation and event organization.
- Proven customer service, public relations experience including community outreach and marketing skills.
- Demonstrated experience in organizing and working with volunteer organizations in a leadership role; research, grant applications and report writing.
- Must possess and maintain a valid driver's license, Class 'G' and have access to reliable personal transportation for corporate use.
- Certification in CPR, first aid and current CPIC including vulnerable sector screening.

KNOWLEDGE, SKILLS & ABILITIES:

- Thorough knowledge and working understanding of the legal framework related to heritage, culture, and tourism.
- Working knowledge of the Province's Asset Management Reg. 588/17 would be considered an asset.
- Ability to attract, motivate, fully engage, and retain a workforce of union and non-union employees through implementation of sound talent management practices, to build strong, effective teams and a positive, productive work environment.
- Ability to think and act strategically in a pressured environment, with demonstrated experience shaping and implementing divisional and corporate strategies.
- The ability to influence, guide, and support decisions through highly evolved interpersonal skills to build trust and cooperation; professional and effective liaison with elected officials and other stakeholders; ability to deal with conflicting views with tact and diplomacy, mediation, and conflict resolution skills.
- Strong verbal and written communication skills, with the ability to be professional, concise, and accurate.
- Demonstrated flexibility and organizational skills to meet established deadlines in a dynamic work environment with shifting priorities, multiple demands and some urgency.
- Ability to make sound and timely decisions under stressful conditions, including the ability to conduct quality research and analysis.
- Experience and strong knowledge of budgeting and budget monitoring.
- Ability to plan, implement, control and complete projects as assigned with minimal supervision.
- Computer proficiency in a variety of applications including Microsoft Office, web and cloud-based software, including PastPerfect collections management software, expertise with social media platforms required; knowledge of CityWide software would be an asset.
- Understanding of risk assessment and risk management.

- Understanding of the dynamics of a political organization and maintenance of confidentiality, while navigating politically sensitive situations.
- Ability to role model both internal and external customer service principles and standards.

KEY RESPONSIBILITIES:

Human Resources Management

In conjunction with Human Resources support, manage the employee life cycle and talent management processes for the Heritage, Culture & Tourism team.

This includes:

- Maintaining up-to-date job descriptions.
- Hiring quality candidates who meet the job requirements and organizational culture.
- Frequent engagement in two-way communication with front-line staff about Divisional plans, priorities, and objectives, their links to the Strategic Plan, ensuring staff understand how they make a difference for the Township.
- Ensuring the performance management process is continual, by role modeling to provide frequent caring, positive and constructive feedback to staff, focusing on strengths and opportunities for development, completing the performance dialogue process.
- Addressing performance improvement requirements, when necessary, in a timely and consistent manner, utilizing progressive discipline where required.
- Ensuring attendance management is addressed and seeking means to support staff who have accommodation needs, while also consistently addressing culpable problems, such as lateness.
- Performing employee relations duties to address complaints and working with union partners as needed to collaborate on problem-solving, participating with HR in the grievance process by providing facts and documentation.
- Promoting a health and safety culture by regularly holding safety talks, ensuring policies and practices are up-to-date and complied with, and ensuring a safe work environment.
- Monitoring the training requirements of staff and ensuring that appropriate levels of training are maintained.
- Investigating all employee/equipment accidents to determine root cause(s), with recommendations on corrective actions.
- Providing direct supervision to operations staff.

Regulatory Compliance and Best Practices

Ensure the Heritage, Culture & Tourism Division is operated and managed within best practice guidelines and the parameters of applicable Federal, Provincial legislation and regulations, Municipal bylaws, and resolutions of Township Council. Take appropriate action when Division operations are non-compliant.

Applicable Acts, Regulations and Guidelines include but are not limited to:

- Health Promotion and Protection Act (HPPA)

- Occupational Health and Safety Act and Regulations
- Building Code Act and Regulations – 517/06 Maintenance Standards
- Occupiers Liability Act and Regulations
- Environmental Protection Act
- Heritage Act
- Ministry of Tourism and Recreation Act
- Truth and Reconciliation Commission
- All other Acts and Regulations, guidelines, and best practices that pertain to heritage, culture & tourism operations

Operations Management

Manage all operations of the Heritage, Culture & Tourism Division which includes:

- Overseeing the daily management and operations of the division and overall internal and external customer service.
- Fostering community development/engagement, building relationships, and promoting heritage, culture, & tourism services with local organizations and the community.
- Overseeing and ensuring full implementation of risk assessment and risk management practices associated with the division.
- Taking responsibility for the long and short-term division programming and planning, including such things as assessments of heritage properties, heritage plan, tourism plan, culture plan, community heritage programming, including marketing of these plans.
- Conducting research, evaluation, and reviewing co-operative initiatives, joint provision of services, partnerships, new trends, and best practices to determine suitability of funding, implementation of new, and continuation of current heritage, culture & tourism programs.
- Ensuring that all inventories of collections and artifacts are maintained and kept current.
- Taking responsibility for the secure and appropriate storage of all collections.
- Investigating public complaints or enquiries with ability to take appropriate actions to restore good public relations.
- Providing backup support in the absence of the Director of Community & Customer Service or other team members.

Administration

Maintain regular communication with the Director of Community and Customer Services on overall divisional needs, working closely with the Director to develop divisional plans including:

- Preparing written reports for the Director of Community and Customer Services on relevant departmental topics as requested, including updates on projects and initiatives and alternative solutions affecting service delivery.

- Planning and managing annual operating and capital budgets.
- Monitoring and keeping divisional expenditures within the budget appropriation for the year and reporting all potential problems in this regard to the Director of Community and Customer Services.
- Developing innovative ways to maximize revenues.
- Recommending staffing, materials, and equipment requirements.
- Developing tenders, requests for proposals, and preparing estimates for proposed work.
- Developing policies, procedures, performance standards, to support the operations of the division and monitor the relevance of existing policies and procedures, making amendments when appropriate.
- Providing expertise and input to the Asset Management Program and ensuring services and/or infrastructure they are accountable for, are properly represented and accommodated in the Asset Management Program.
- Attending meetings with other municipalities, sitting on committees and associations, both internal and external, when requested by the Director.
- Providing backup support, as assigned, in the absence of the Director of Community and Customer Services.

The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.