

Position Summary: Operations Manager

AdvantageHOPE is Hope's Economic Development and Tourism Agency. We provide support and services to potential investors and residents as they make their decision to relocate to Hope.

Underlying any business decision to move to Hope is a human element, and we believe that the lifestyle Hope offers is inherently attractive and worth promoting.

As the Operations Manager, the successful candidate will play an integral role in the day-to-day execution of AdvantageHOPE's strategic plan.

In addition to managing the team at the Hope Visitor Centre, the Operations Manager is responsible for grant writing, administrative services, report writing, and project planning.

The successful applicant needs exceptional writing skills, strong customer service skills, a willingness to take initiative with little supervision, and outstanding time management skills. An interest in community development is necessary for success.

This is an exciting opportunity for a new graduate to gain valuable experience in a government-funded non-profit. The right person will find the opportunity to grow within this dynamic role.

Responsibilities:

- Communicate with DestinationBC staff to ensure minimum Visitor Centre Network criteria are maintained
- Promote the Hope, Cascades & Canyons region as a place to live, work, and play
- Provide leadership to the Visitor Centre Team Leader and the Visitor Centre Retail manager to ensure a high quality of visitor services is maintained
- Identify grant opportunities, write grants, manage grant reporting
- Accounts payable and receivable (including daily deposits)
- Work within an established budget and liaise with the bookkeeper to maintain accurate financial reports (including month-end and year-end reporting)
- Provide formal and informal customer service skills training
- Coordinate the sending and ordering of visitor guides via the online ordering system (Gobrochures.com)
- Manage staff of 2-6
- Coordinate interior and exterior building maintenance with Public Works, independent contractors, and staff
- Oversee online communication on a variety of platforms (including updating the website and posting on social media)



919 Water Avenue | P.O. Box 370
Hope, BC V0X 1L0
Phone: 604-860-0930
www.hopebc.ca | advantagehope@hopebc.ca

- Prepare reports and presentations when needed
- Maintain internal databases for employee files, partners, etc...
- Manage the office (including ordering supplies, answering the phone, managing incoming and outgoing mail, updating office policies, organizing company documents, etc...)
- Ensure compliance with established museum policies
- Other duties as identified by the Executive Director

Requirements

- Knowledge of office policies and procedures
- Experience with office management tools (MS Office software, in particular)
- Excellent organizational and time-management skills
- Undergraduate degree, preferably in the Arts (History, English, Communications)
- Ability to take initiative and work with little supervision
- Management experience
- Supervisory/management training and experience
- Strong interpersonal and customer service skills
- Ability to meet multiple deadlines
- Excellent communication skills with exemplary writing skills
- Ability to deliver formal and informal training
- Experience in the tourism industry
- Willingness to obtain Tourism/Visitor Information Counsellor qualifications (within 6 months of start date)

Compensation

\$36 000 per year including extended medical and dental for 40 hours per week

Interested applicants can submit their resume to:

Patrick Earl – Executive Director
AdvantageHOPE
patrick@hopebc.ca