



## CAREER OPPORTUNITY

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**Position:** Operations Manager  
**Reports To:** General Manager  
**Start Date:** As soon as a suitable candidate is found  
**Terms:** Fulltime  
**Location:** Historic Hat Creek Ranch, Cache Creek BC  
The successful applicant will be required to live on-site at the Historic Hat Creek Ranch

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### ABOUT THE FRIENDS OF HISTORIC HAT CREEK RANCH

The Friends of Historic Hat Creek Ranch Society is a registered charity consisting of a volunteer board of directors, staff, and local members, who are committed to:

- a) preserving, operating, and maintaining Historic Hat Creek with a vision to provide prosperous and respectful settler and Indigenous cultural tourism experiences that exceed visitor expectations.
- b) collect, conserve and exhibit artifacts and archival collections relevant to the history of the Ranch, and Indigenous peoples of the land.
- c) providing educational and interpretive programs focusing on the history of the Ranch, including the settler and Indigenous history of the area, for the public, including school groups and international visitors.

To achieve these goals, the FOHCR strives to build a sound revenue-generating infrastructure capable of meeting increasing visitor demands, with an emphasis on long-range strategic planning and results, while preserving the rich culture and heritage of the Indigenous people and settlers of the region.

The program, services and facilities provided at Historic Hat Creek include:

- Guided tours of the 1860s Roadhouse, McLean Cabin, and Native Interpretation Site
- Stagecoach rides and gold panning
- Educational programs with touring and activities for school and youth groups
- Licensed restaurant serving individual and group meals
- Gift shop
- RV and tent camping
- Tent and cabin rental
- Weddings and reunions
- Agricultural services such grazing and pasture rental.

In addition to generating revenue through the operation of Historic Hat Creek, the Friends access public funding sources, such as wage subsidies and gaming funds. The Board represents a broad cross section of the

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community, including representatives from St'uxwtèws, Bonaparte First Nation, local elected officials, and community members with a wide range of professional know-how and dedication.

Historic Hat Creek has an excellent and dedicated staff with a great sense of teamwork, and a cohesive board that works to consensus. The entire team has a passion for preserving local history while providing outstanding customer service and a unique historic experience to visitors from around the world.

## THE POSITION

The Operations Manager reports to the General Manager and is a senior member of the ranch team. The management team is accountable for the day-to-day operations and effective management of Historic Hat Creek Ranch's programs, services, facilities, initiatives, and activities. A team of departments, (Housekeeping, Maintenance, and Landscaping) report directly to the Operations Manager. Other department heads supervise several employees in each of the following areas: Site Interpretation & Curatorial, Restaurant & Catering Services, Gift Shop, Visitor Services and Restoration and Special Projects. It is critical that the person acquiring this position possess experience dealing directly with staff, service contractors, and the public. Additional experience and knowledge of Indigenous culture, Indigenous history, and settler history in the region is an asset. Experience working in a not-for-profit environment is an asset.

**This is a "live on-site" year-round position.**

### **Responsibility 1:      General Site Management**

- Plan and attend daily department head meeting to review and coordinate events and go over schedules, operations and plans.
- Develop efficient staffing schedules in cooperation with department heads. Discuss any shortfalls in staffing and recruitment efforts.
- Conduct daily site inspections to ensure proper visual presentation of all areas, as well as compliance with all applicable rules, regulations, safety standards and security protocols.
- Plan and implement annual special events and fundraising activities.
- Keep up to date with developments in the field, e.g., new technology, and heritage resource management and preservation through workshops, seminars, Internet research, written materials, etc.
- Inspect and/or have inspected and document heritage building(s) and artifact(s) condition; prepare report(s); seek funding for restoration and repair as identified.
- Prepare and implement maintenance schedules for site maintenance and landscaping equipment and tools.
- Prepare and maintain inventory of site maintenance and landscaping equipment, tools and vehicles
- Prepare and maintain inventory of fire equipment, tools and supplies.
- Prepare and maintain site safety plans, including:
  - Occupational Health and Safety Plan
  - Communicable Disease Plan

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- First Aid Plan
- Fire Prevention and Response Plan
- Plan and implement annual fire safety and first aid training,
- Inspect and/or have inspected site buildings (non-heritage); identify and document deficiencies and maintenance required.
- Prepare and implement building maintenance schedules (non-heritage structures)
- Manage inventory of materials and supplies for Housekeeping, Landscaping, and Maintenance departments by verifying and approving department orders, tracking inventory; developing supplier relationships and accounts, and establishing inventory control measures as needed.
- On occasion, train staff, assist with tasks or special events, fill absences in departments under their responsibility.
- Provide off-season maintenance and site security including:
  - Snow removal
  - Alarm monitoring and response
  - Emergency repairs
  - System testing
  - Site inspections/patrols
  - Building inspections

## **Responsibility 2: Financial and Performance Management**

- Assists with the development of the annual operating budget for assigned departments for review and approval by the Board in accordance with strategic and business planning goals.
- Monitors financial performance of assigned departments to ensure adherence with the established budget, including the projected distribution of funds to different areas for expenses, operating cost, capital, and restoration expenditures.
- Reviews monthly financial statements for areas of responsibility and provides variance analysis for review by the General Manager and ultimately the Board for assigned departments and special projects
- Assists with preparation of grant applications
- Assists with submission of approved grant applications for funding as directed by the General Manager and the Board of Directors.
- Assist with negotiation and management of ongoing requirements with the funding bodies; submit reports as required by each funding agency.
- Under direction of the General Manager, research, apply for, and administer wage subsidies from all possible sources (Human Resource Department, Young Canada Works, Summer Career Placement, etc.)

## **Responsibility 3: Human Resources Management**

- Recruit, supervise, motivate, and evaluate department employees.
- Develop and monitor individual performance plans for employees, ensuring compliance with the overall strategic direction of the organization.

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- Recommend new policy as needed.
- Ensure compliance with all provincial and federal human resource management legislation.
- Support, coach and encourage staff; develop and maintain open communication and a shared teamwork approach to the completion of all assignments within the organization.

## **Responsibility 4:        Marketing and Public Relations**

- Explore, evaluate, and recommend new ways of presenting the heritage attraction, to facilitate interpretation, interaction, enjoyment, and interest.
- Analyze and interpret results of customer surveys and other statistical data.
- Liaise with regional and provincial tourism organizations.
- Acts as an ambassador by developing and maintaining effective relationships with government officers and representatives, Indigenous partners, funding bodies, community agencies, educational organizations, partners and stakeholders.

## **Responsibility 5:        Strategic and Operational Planning**

- Communicate operational objectives and strategies to all employees.
- Assist General Manager in monitoring sector trends and significant market changes to ensure the success of the strategic plan.
- Implement policy and programs as approved by the General Manager.
- Help develop and implement administrative procedures and processes for the organization.
- Help develop and implement organizational action plans, and provide mentorship and coaching to address any performance deficiencies in departments assigned.

## **COMPETENCIES, EDUCATION & EXPERIENCE**

The Operations Manager of Historic Hat Creek Ranch must be able to develop and maintain an environment in accordance with the values established by the Society, gain the support and commitment of Indigenous partners, government agencies, and other stakeholders, to achieve organizational goals, and represent the organization so that the community and all stakeholders perceive Historic Hat Creek Ranch as an effective, efficient and important contributor to the community within the context of increasing tourism in our area. Leadership skills in this role must include the ability to clearly communicate strategic and operational standards, values, expectations, and priorities.

Supervisory, management, and administrative experience in the hospitality and maintenance industry is required. The Operations Manager may at times be required to train employees, assist with tasks, or fill absences in departments under their responsibility.

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Experience working in the not-for-profit sector and an associated post-secondary degree is an asset

**The successful applicant will be required to live on-site at the Historic Hat Creek Ranch**

## **HOW TO APPLY**

Interested individuals may send their application including a detailed resume and references by email to:

Historic Hat Creek Ranch Hiring Committee

Email: [hatcreekranchhr@gmail.com](mailto:hatcreekranchhr@gmail.com)

Applications must be received on or before **4:00 p.m. Wednesday, August 11, 2021**