COMPETITION

CAREER OPPORTUNITIES:

Ingenium - Canada's Museums of Science and Innovation is currently seeking a dynamic individual to fill the position of:

OFFICER, MEMBERSHIP AND RESERVATION SERVICES

Reference Number: 2019/2020-INGENIUM-066

Salary Range: $59,374.00 - $72,255.98 Level: 6 (int)

Employment Status: Indeterminate / Full-time

Language Requirements: Bilingual (CBC/CBC)

Security Requirement: Enhanced reliability

Position Number: 9868

Branch: Business Development

Who can apply? Ingenium - Canada's Museums of Science and Innovation employees and external candidates

Summary of Duties:
Reporting directly to the Director of Business Operations, the incumbent will be responsible for the effective running and maintenance of both the Membership office and the CRT reservations office. This will include the daily running of both the data and telephone systems and the human resources. The incumbent will also be responsible for providing concise and timely reports, problem solving and supporting the Director of Business Operations where it intersects with Membership and CRT. They will actively participate in and provide input for the annual marketing and strategic planning exercises aligned with the Business Development Department (Commercial Operations). This will include the setting and management of budgets for CRT and Membership in conjunction with the Director of Business Operations.

The standard weekly hours are: SWW 37.50 Hrs (5 days consecutive Mon. - Fri.)

Education and Experience:
As an ideal candidate, you have an undergraduate degree or a suitable combination education and experience in a related field.

You also have experience in the following areas:
- at least two (2) years of experience with reservations and/or membership systems and operations;
- managerial or supervisory experience commensurate with the responsibilities of the position;
- experience working within a cultural institution or not for profit;
- experience in managing and evaluating the employees;
- experience with customer service, delivery and training;
- experience in reporting and database management.

RATED REQUIREMENTS

Knowledge:
- of a cultural institution or not for profit and the importance of membership, stakeholders;
- sound knowledge of personnel management and practices;
- of information and data gathering in order to inform reservation and membership team;
- of reporting, writing and good communication skills internally and externally.

Abilities:
- strong, creative and precise writing skills to be able to effectively write and produce text for our members and public;
- to communicate effectively orally and in writing with visitors and colleagues;
- to listen and react appropriately to visitors’ needs and deliver excellent customer service;
- great organizational skills;
- to pay close attention to detail for proofreading and editing text, verification of facts, and ensuring accurate information, delivery of membership sales programs;
- to effectively train and coordinate staff;
- to use computers including various software (word processing, spreadsheets, electronic mail and the internet).

Personal Suitability:
strategic thinker
self motivated
outgoing
works well under pressure
team player

The CSTMC is committed to the principles of employment equity.

Résumés received for this position will not be accepted after the indicated closing time (midnight) and date.

Please note that only candidates who are selected for the next stage of this selection process will be contacted. As a result of this competition, we may establish an eligibility list that may serve to staff similar positions.

If you are interested in this opportunity, please forward your cover letter and curriculum vitae indicating the reference number 2019/2020-INGENIUM-066 in your email’s Subject line, no later than the closing date to: competition@ingeniumcanada.org

Posting Date: July 22, 2019                 Closing Date: August 5, 2019

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9868 - Officer, Membership and Reservation Services / Agent(e), Services d'adhésion et de réservation