

Visitor Services Manager

Wanuskewin is a National Historic Site that brings to life the history and cultures of the Northern Plains Indigenous peoples. Located north of the City of Saskatoon, Wanuskewin stands as a living memorial to the people who have gathered here for over 6,000 years.

Wanuskewin is looking for a Visitor Services Manager to join our team of talented individuals who strive to grow and develop Wanuskewin as a centre of excellence. This is a permanent full-time position Monday – Friday, 8:30am – 5:00pm, with occasional commitments on weekends and special occasions.

Wanuskewin is in the midst of a major expansion and was recently shortlisted to become a UNESCO World Heritage Site. The successful candidate will have the opportunity to contribute to developing a new vision for the future and activating the interpretive program into a robust and transformative visitor experience.

Primary Purpose

The Visitors Services Manager is accountable for providing leadership and management in developing and implementing programs that align with educational curricula and ensure exceptional visitor experiences.

The ideal candidate will have experience and possess an ability to:

- Provide leadership and training to the Visitors Services team to foster a culture of teamwork, service excellence and exceptional delivery of experiences.
- Participates in the delivery and training of programming through interpretation
- Determines a variety of heritage presentation and interpretation techniques in the development of meaningful, captivating and enjoyable presentations.
- Develop and manage grant applications for programming, special events and potential wage subsidies, in partnership and collaboration with the Development Manager.
- Manage budget and participate in budgeting cycle process
- Maintain relationships with external agencies, community partners, and members of Indigenous and non-Indigenous communities.
- Complete required reporting to funding partners including statistical analysis and financial outcomes
- Serve as a resource to Wanuskewin on all educational, program and interpretive matters.
- Manage the day to day operations of the Visitor Services team including staff scheduling, hiring, and performance management
- Provide organizational oversight to major annual events including National Indigenous Peoples Day, Wanuskewin Culture Week and Kôna Winter Festival.
- Foster positive team working relationships through clear communication across all departments

Required Qualifications and Experience

- Post-secondary education in a related field
- Minimum of 2 years' experience in a leadership or supervisory role in a tourism capacity, program development for children and adults and experience in a cross cultural environment.
- Demonstrated knowledge of Indigenous cultures and traditions
- Demonstrated ability conducting presentations and/or public speaking.
- Demonstrated ability to resolve complaints while demonstrating tact and professionalism
- Demonstrated ability to research, coordinate and implement all programming including demonstrations, workshops, interpretation of Plains Indigenous Cultures, natural history and ecological features Ability to work with others towards a common goal; able to trade off self-interest for team benefits; functions within and works towards goal of the group
- Ability to provide service excellence to internal and/or external clients

- Ability to identifying hazardous or potentially hazardous situations and taking appropriate action to maintain a safe environment for self and others
- Ability to identifying problems and the solutions to them
- Ability to Exercises sound judgment
- Ability to Communicates effectively
- Ability to Takes responsibility
- Ability to Shares the Wanuskewin vision

The successful candidate will be required to produce a CPIC, valid driver's license, acceptable drivers abstract and have reliable transportation prior to commencement of work.

Application Process

Wanuskewin Heritage Park offers a fair and competitive compensation and benefit package. Please submit your resume and cover letter, by email no later than April 5, 2019 at 4:00 p.m. to:

Wanuskewin Heritage Park Authority
Attn.: Human Resources
RR#4 Penner Road
Saskatoon SK, S7K 3J7
Email: humanresources@wanuskewin.com

Please note that people with Indigenous Ancestry will be given preference, however, we are an equal opportunity employer and will hire the best candidate available based on all resumes submitted (HRC-E-91-09) (HRC-E-91-17). Applicants are encouraged to self-declare.