



## **MANAGER OF BUSINESS OPERATIONS**

### **Regular Fulltime (Permanent; Exempt)**

MONOVA: Museum and Archives of North Vancouver's vision is to be an inspirational and transformative community hub where the stories of North Vancouver's people, places and past come to life. MONOVA operates both the Museum of North Vancouver (115 West Esplanade) in The Shipyards and the Archives of North Vancouver (3203 Institute Road) in Lynn Valley. In addition to the two physical visitor centres, MONOVA supports several other online/offsite experiences for the public to engage with and learn about the past, present and future stories of North Vancouver. MONOVA signed protocol agreements with Skwxwú7mesh (Squamish) and Səlílwətał (Tsleil-Waututh) Nations to focus on meaningful cultural sharing of knowledge, and to understand, respect and follow protocols that will lead to a strengthened relationship.

Reporting to the Director, the Manager of Business Operations is a key member of the leadership team responsible for all administrative and business operations of the Museum and Archives and ensuring these operations support the overarching goals of broadly and deeply engaging North Vancouver communities and visitors to North Vancouver. This position works closely with the Director to lead and implement strategic planning efforts and human resources management.

As a strategic advisor to MONOVA's Director, you are knowledgeable and efficient in overseeing all financial aspects of the business, including planning and managing the budget to achieve strategic goals within the established municipal requirements. You will utilize sound tools and methods to enable data analysis and forecasting that articulate and reflect the company's strategy and ensure we remain abreast of industry trends and developments. Using your deep commitment to modern museum, archives or non-profit standards and practices, you will develop earned revenue and human resources strategies that support the delivery and promotion of Museum and Archives educational and community services.

Your strong change management experience will be critical in developing this emerging cultural attraction and driving innovation. You'll also have the chance to work closely and foster collaboration within a multidisciplinary team, providing leadership and guidance to the Business Operations team (Guest Services, Venue Rentals, Volunteer Services, and Retail) while working collaboratively with Museum and Archives Program, Curatorial and Archival staff, as we continue to grow and scale. You are an effective communicator and relationship builder, with a customer-focused approach that supports forming meaningful working relationships with internal and external stakeholders while addressing issues and resolving concerns. You provide oversight of internal operations of the company, including facilities management in coordination with contractors and municipal staff.

Your qualifications include training and experience in financial management and human resources, with considerable relevant work experience in a supervisory capacity, preferably in a municipal or unionized environment. You will also have demonstrated interpersonal and leadership skills and thrive in a fast-paced

environment. Considerable background in strategic communications planning, critical thinking, creativity with a keen sense of government and public relations, and excellent written communications round out your skill set. A valid class 5 BC Driver's License is required. During the recruitment process, applicants will be requested to provide a current Police Information Check (PIC).

**Salary:** Through the City of North Vancouver, MONOVA offers an attractive remuneration package for this regular full time exempt position with a yearly salary of \$90-95,000.

**Start Date:** January 2024

**Schedule:** 35 hours per week; some flexibility to work occasional weekends and evenings

**Please apply to:**

Zoe Mackoff de Miranda, Director  
North Vancouver Museum & Archives  
3203 Institute Road, North Vancouver, BC V7K 3E5

Interested applicants should submit a cover letter and resumé submitted by e-mail to [MonovaHR@monova.ca](mailto:MonovaHR@monova.ca). Review of applications begins immediately and continues until position is filled. Please include your full name and the position title in the subject line.

MONOVA believes that the benefit of an inclusive approach enhances creativity, diversity and innovation, and will build a workforce representative and reflective of the communities we serve. We are committed to developing a work environment and recruitment process that are inclusive and barrier-free. Please advise if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner. MONOVA is an equal opportunity employer and we encourage candidates who are women, BIPOC, LGBTQ2S+ and people with disabilities to apply.

We respectfully acknowledge that MONOVA: Museum and Archives of North Vancouver is located on the traditional lands of the Sk̓wx̓wú7mesh (Squamish), and Səl̓ílwətał (Tseil-Waututh) First Nations, whose ancestors have lived here for countless generations. We are grateful for the opportunity to live, work and learn with them on unceded Coast Salish Territory.