



## IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Manager, Museum Building Operations	
Position Number	Community	Division/Region
71-3860	Yellowknife	Culture and Heritage / HQ

## PURPOSE OF THE POSITION

The Manager, Museum Building Operations plans, manages, and directs operations, maintenance, and security for the Prince of Wales Northern Heritage Centre. The Manager oversees building systems to ensure that they are maintained in accordance with museum and archival standards to protect heritage assets. The Manager works within territorial and national codes, and in line with Government of Northwest Territories (GNWT) acts, regulations, and policies.

## SCOPE

Located in Yellowknife and reporting to the Assistant Director, Culture and Heritage, the Manager, Museum Building Operations (Manager) provides strategic direction and oversight to all aspects of building maintenance and security at the Prince of Wales Northern Heritage Centre (PWNHC). The \$32M facility includes a wide array of spaces and functions including collections storage areas, staff offices, a carpentry workshop, a full kitchen, a café, two kitchenettes, a conservation laboratory, an auditorium, and exhibit spaces. It can host on average 200 visitors a day and over 53,000 visitors per year. The Manager oversees the human resources and procedures of a frontline security desk, which operates during weekends and holidays, and ensures that building walk-throughs are conducted 365 days/year.

The incumbent works with the Department of Education, Culture and Employment (ECE) Capital Planner, the Department of Infrastructure, and the Capital Site Maintainer to prioritize capital plans, and oversee small and large capital projects to meet the short and long-range infrastructure requirements of the PWNHC. The position is guided by technical standards for facility and grounds operations, maintenance, and repair, including those set by museum and archives bodies. The position must exercise judgement in dealing with unscheduled occurrences related to facility use and operations.



The Manager must be familiar with the “Good Buildings Practices for Northern Facilities” (GBP) guidebook. The incumbent is expected to manage approximately 300 work orders annually, valued at approximately \$350,000, and manages a budget of \$284,000.

The Manager holds supervisory responsibility for the security unit which is composed of indeterminate positions including Relief.

The position develops and implements protocols, including emergency response procedures, to ensure the safety of the building, contents, staff, and visitors. The building holds invaluable museum and archives collections and therefore requires unique building conditions and systems to ensure their proper care. Duties are carried out in accordance with the *Northwest Territories (NWT) Archives and Historic Resources* acts and *GNWT Heritage Services Policy*, which lay out ECE’s responsibilities to care for collections, and the *NWT Occupational Health and Safety Act*.

Immediate action is frequently required when physical plant crises occur (i.e., power outages, equipment failure). Complicating the pressure is the need to not only correct the problem expediently but to maintain the security and safety of the building and people in doing so, while safeguarding the architectural heritage of the building and the safety of collections.

The incumbent addresses and resolves complaints, disputes, and violations with visitors regarding museum policies and takes control in stressful first aid and emergencies.

The position may include call back hours to respond to possible alarms (even overnight) when a return to work is required to address the cause of these alarms.

## **RESPONSIBILITIES**

### **1. Oversees building operations and maintenance of the Prince of Wales Northern Heritage Centre (PWNHC) to optimise the lifetime of building systems.**

- Oversees the maintenance of the PWNHC building systems, equipment, grounds, and vehicles.
- Troubleshoots issues with plumbing, lighting, heating, refrigeration and electrical systems.
- Prepares and manages a maintenance plan for the building mechanical, plumbing, heating, electrical, and boiler, including service contracts and hiring tradespeople.
- Conducts routine inspection and service checks of plumbing, heating, environmental, security, and electrical systems as outlined in the Maintenance Management System (MMS) manual.
- Ensures day-to-day building and grounds deficiencies are resolved by keeping a list of work requests, scheduling repairs, and deciding when to call in specialists.
- Initiates, tracks, and updates the status of work orders.



- Manages the operation and maintenance of boiler and mechanical systems.
- Accesses building computer control for building system and automated control equipment.
- Completes minor repairs to plumbing, heating, carpentry, as well as electrical systems and equipment.
- Collects and synthesizes information about short and long-term capital needs of the PWNHC and works with ECE Capital Planner to ensure that they are prioritized and added to departmental capital plan.
- Participates as a member of the project management team on each capital project and acts as a point of contact for the building and reviews project design submissions to ensure adherence with PWNHC-specific needs.
- Reviews change orders and potential impacts on functional program and budget.
- Manages disposal of government assets through surplus program (office equipment, etc.)
- Ensures that equipment controls are monitored to maintain the necessary climate for object safety to maintain stable environmental conditions for the preservation of collections on display or in storage. Arranges for the installation and maintenance of portable humidifiers and dehumidifiers as necessary.
- Ensures pest control procedures are followed for the safe keeping of the contents of the facility; manages the contract with the pest management company.
- Works closely with the Senior Conservator to ensure that “Class A” designation from Canada’s Conservation Institute, Environmental Guidelines for Museums are maintained for the safety and security of GNWT collections, as well as to maintain the PWNHC’s ability to borrow collection items from other museum and gallery institutions.
- Oversees maintenance of grounds including parking lot landscaping, paving, snow removal, etc.
- Initiates repairs as required. Undertakes general upkeep of the building structure including entryways, paint, flooring, windows, and doors.
- Works with Assistant Director to create custodial contracts, oversees execution of work, and acts as liaison with contractor to eliminate deficiencies.
- Maintains audio/visual equipment in the auditorium.

**2. Provides strategic direction and manages operations of the Security program for the PWNHC to ensure the safekeeping of collections and people.**

- Establishes security and safety rules and systems to ensure the safety of the public and security of the facility.
- Manages the operations of the public-facing security desk.
- Develops, implements, evaluates, and manages all security programs.
- Oversees security guard team of up to seven shift workers, including relief guards.
- Works at the security desk as a front-line guard when necessary.



- Develops and implements hiring plans and schedules Security Guards in accordance with the relevant section of the current Union of Northern Workers Collective Agreement.
- Periodically reviews job descriptions, and updates as required.
- Creates and updates training program and tools for Security Guards, including emergency response and ensures that all guards receive up-to-date training on proper procedures.
- Creates and updates a security manual and ensures changes are communicated to Security Guards.
- Oversees and updates the incident report system to ensure that they are completed, reviewed, and filed.
- Develops and executes a training strategy for Security Guards, including casual and relief personnel.
- Ensures that building environmental controls are monitored by Security staff to maintain the necessary climate for object safety.
- Ensures that Security Guards are trained to read and interpret building condition reports.
- Designs and manages the PWNHC key control system.
- Stays abreast of museum industry security standards and update PWNHC policies and procedures as needed.
- Co-ordinates the logistics for events at the PWNHC, including the allocation of any required equipment/services such as televising, audio, furniture, set-up and takedown.

**3. Provides strategic operational input to improve visitor services at the PWNHC.**

- Works with the Assistant Director to improve visitor services at the PWNHC.
- Oversees and coordinates partnerships with contractors and stakeholders on building operations, such as the operation of the museum café, the contract for the custodial work, landscaping contracts, and other maintenance and repairs.
- Anticipates the needs of visitors and suggests improvements to exhibits, signage, etc.
- Recommends strategies for building usage policies from a security and building perspective.
- Assists Exhibit Manager with exhibit maintenance/fabrication as needed.
- Provides relevant feedback regarding visitor responses to exhibitions/programming based on observations, including visitor questions and complaints.
- Creates a visitor number collection system and analyzes and reports on visitor number trends.

**4. Contributes to the Health and Safety program at the PWNHC.**

- Oversees safety and risk management in public areas.
- Assesses risks and potential risks to staff, visitors, and contractors and takes action as needed.



- Plays a primary role as a First Responder in first aid and emergencies, including building evacuation.
- Plays a central role in developing and enacting the PWNHC Emergency Response Plan, including coordination services in the event of an emergency (e.g., alarm provider, senior management, fire services, etc.)
- Co-chairs the Occupational Health and Safety Committee, and undertakes actions based on findings of committee when necessary.
- Anticipates hazards and creates policies to respond as necessary.
- Tracks reported hazards and ensure hazard mitigation.
- Helps to arrange first aid training for Culture and Heritage staff.
- Arranges for inspections and tests of fire alarm and security systems.
- Upholds and consistently practices personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent will be required to lift and use heavy tools and equipment in the mechanical, electrical and carpentry trades as well as work in awkward positions (4 - 6 hours per day). The incumbent is routinely required to lift moderately heavy weights and perform duties which require physical activities such as walking, climbing, lifting, pulling, and pushing efforts on a daily basis. Overall, moderate physical demands occur 75% of the work time.

### **Environmental Conditions**

Checking mechanical equipment presents an increased risk of injury. The incumbent may be exposed to chemicals and toxic liquids and gases.

### **Sensory Demands**

Work involves hand/eye coordination to assess situation, make repairs and replace parts in areas that may be visually restricted; intense listening is involved to diagnose equipment problems; touching in making repairs that are not visible.

During the course of the work day the incumbent uses their senses of observation, listening and smell to detect out of the ordinary situations (smoke that may indicate fire, mould which may indicate water seepage, chemicals) that may present health and safety hazards to staff, visitors or may indicate equipment malfunctions.



### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of all building and mechanical trades to maintain facility assets.
- Knowledge of and/or the ability to acquire knowledge of Northern building construction to understand building structures and the ability to maintain them.
- Knowledge of and/or the ability to acquire and apply knowledge of intrusion detection, fire detection-suppression, and video surveillance systems.
- Knowledge of, and/or the ability to acquire knowledge of crowd control and de-escalation techniques.
- Knowledge and application of knowledge relating to the principles of first aid and emergency response.
- Ability to use and work with the metric system as many tools and parts are in metric.
- Skilled in management of operation and maintenance of equipment to work independently to maintain and repair a variety of assets.
- Ability to carry out analysis of building data.
- Ability to measure and report on key performance indicators.
- Knowledge of security standards and procedures.
- Ability to play the lead role in responding to emergency and first aid situations.
- Verbal and written communication skills.
- Ability to use computer software and learn new systems.
- Human Resources Management skills.
- Problem-solving skills.
- Leadership skills.
- Project management skills.
- Skilled in developing and maintaining exceptional client relationships.
- Professionalism, flexibility and ability to work in both a team environment and independently.
- Organizational skills: able to cope with changing client needs and deliver successful results within agreed upon timeframes.
- Detail-oriented nature; ability to resolve problems using facts and sound reasoning.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness as well as safety and sensitivity approaches in the workplace.



**Typically, the above qualifications would be attained by:**

Diploma in Maintenance Management or Journeyperson Certification in one of the building trades, and five (5) years of relevant experience including one (1) year of supervisory experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Class 5 NWT Driver's license to operate motor vehicles.

**Position Security**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- ☐ French required (must identify required level below)
  - Level required for this Designated Position is:
    - ORAL EXPRESSION AND COMPREHENSION
      - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
    - READING COMPREHENSION:
      - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
    - WRITING SKILLS:
      - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

**Indigenous language:** Select Language

- ☐ Required
- ☐ Preferred