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## 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, Cache Creek BC

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

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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 Historic Hat Creek, and Indigenous peoples of the land.
- c) providing educational and interpretive programs focusing on the history of Historic Hat Creek, 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 Indigenous 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 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

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 management team. The management team is accountable for the day-to-day operations and effective management of Historic Hat Creek 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**

- Attend weekly department head meetings
- Attend daily meeting with General Manager
- Assist with development of staffing schedules
- 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.
- Assist with planning and implementing 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)
- 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
  - First Aid Plan
  - Fire Prevention and Response Plan
- Plan and implement annual fire safety and first aid training,

# HISTORIC HAT CREEK

- 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.

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

- Assist in recruiting department employees
- Supervise, motivate, and evaluate department employees.
- Develop and monitor individual performance plans for employees, ensuring compliance with the overall strategic direction of the organization.
- 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.
- Assist in Analyzing and interpretation of results of customer surveys and other statistical data.



#### **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 must be able to develop and maintain an environment in accordance with the values established by the Society, and represent the organization so that the community and all stakeholders perceive Historic Hat Creek 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.

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**

#### **HOW TO APPLY**

Interested individuals may send their detailed resume, cover letter, and references by email to:

Historic Hat Creek Hiring Committee

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