

**Position Title: Visitor Experience Manager (permanent FT)**

The Visitor Experience Manager is a member of the KMS Leadership Team, working closely with the other members of that KMS's Strategy is accomplished. Together with the Experience Team, the Visitor Experience Manager is responsible for implementing KMS's strategy through a participatory visitor experience and engaging and accessible exhibits and programs. They lead the Visitor Experience Team with a mandate to collaboratively ensure that KMS creates a high-quality visitor experience in alignment with professional museum standards of practice. The team works together with the Story Team to animate, educate, and engage visitors with the stories the museum stewards, and the Marketing Team to implement the MarCom strategy. The Visitor Experience Manager works with teams to implement the KMS Digital Strategy through online programming, virtual exhibitions and by incorporating digital experiences into the exhibits.

## About KMS

The Kelowna Museums Society is a non-profit charitable organization that operates museums across three facilities on the unceded traditional territory of the syilx/Okanagan people. Kelowna Museums offers exhibitions and programming on the culture, history, science, and environment of the Okanagan region. Through our archival, artifact, and library collections and the Ursula Surtees Regional Conservation Laboratory, KMS collects, displays, cares for, and shares documents, images, and objects relevant to the region's historic events, people, and places. In addition, it administers rentals for community and family functions at the historic Laurel Packing House and Square.

## Our Values

We are committed to being:

- **Inspiring** – fostering curiosity, excitement, and transformative conversations about the diverse histories of the Okanagan region in innovative and entertaining ways that stimulate the senses and illuminate its challenges and possibilities.
- **Authentic** – being truthful, trustworthy, socially responsible, and self-reflective, in collecting, caring for, and narrating Okanagan history and heritage, while acknowledging we are the beneficiaries of the rich heritage and knowledge of the syilx/Okanagan peoples in whose unceded territory we live and work.
- **Inclusive** – creating a mutually respectful, kind environment, in which everyone is actively welcomed, encouraged to participate, and represented in the organization and its programming, while recognizing past exclusions and addressing bias, both explicit and unconscious. Fostering respectful dialogue among people regardless of class, age, gender, sexuality, racialization, religion, citizenship, abilities, or viewpoints.

## Our Vision

To inspire our community to be alive with its history – connecting people and place.

## Our Mission

To provide the public with educational exhibitions and programs that foster personal participation, stimulate curiosity, and engage the senses with the cultures, histories, and possibilities of the Okanagan region.

## **Strategic Accountabilities**

To ensure KMS visitors have a high-quality experience from start to finish, onsite and online, at any of KMS's sites that is inspiring, authentic, and inclusive, the Visitor Experience Manager holds the following Strategic Accountabilities:

### ***Exhibition Planning & Development***

- Working with exhibit development project teams, design and develop visitor experiences that animate the stories KMS holds, engaging visitors in onsite and digital experiences, and providing offerings that educate and spark curiosity.
- Work with the Experience team to design, fabricate and install KMS exhibitions.
- Coordinate the design, construction, evaluation and maintenance of all permanent, rotating, and feature exhibits, and public spaces.

### ***Programming & Education***

- Provide strategic direction and oversight; work with Head of Programming to set targets, diversify offerings, broaden reach and evaluate effectiveness of programming.
- Support training and development to ensure high standards of practice.
- Foster relationships that support reconciliation, inclusion, accessibility and collaborative partnerships.

### ***Visitor Experience***

- Implement a visitor experience strategy across each of the KMS sites inclusive of digital experiences
- Supports the KMS digital strategy by working with the Experience team to provide online programs and experiences and integration of CRM to improve the entire visitor journey.
- Design and implement a visitor experience that is safe, universally accessible, engaging, and educational
- Develop policies and procedures related to exhibitions and visitor learning and experience

### ***Leadership***

- As a member of the Leadership Team work collaboratively with the Executive Director, Operations Manager, and Curatorial Manager to ensure KMS is advancing the Strategic Plan and meeting the goals expressed in the museum's annual plans and digital strategy
- Engages, motivates, directs and supports the Experience team to maintain a creative, agile, collaborative, and effective organizational unit
- Onboard, train and oversee staff on the Experience Team
- Network with other museums, professionals, and outside agencies.
- Assist with raising funds and the profile of the museum through participation in community events, marketing, or fund development activities.
- Actively fosters a positive team culture that reflects the Museum's values (inspiring, authentic, inclusive) and builds a strong cohesive team.
- Provides regular direction, support, and feedback on performance to direct reports.

## Qualifications, Experience, Knowledge, and Skills

### Education:

- Degree in Museum Studies, education, history, anthropology, or another relevant discipline
- 5 years equivalent experience working on museum exhibits or programming.
- Training in Heritage Interpretation.
- Training and demonstrated knowledge in UNDRIP, TRC, and cultural competency.

### Experience:

The ideal candidate will have a record of experience that includes:

- Several years' experience developing impactful exhibitions or programs.
- Experience working with digital visitor experiences such as virtual programs, exhibitions or implementing digital experiences in museum galleries
- Familiar with approaches to working with Indigenous communities and diverse populations.
- Skilled at building and managing teams and working collaboratively
- Positive attitude and strong leadership experience.
- A self-starter with strong time management and organizational skills.
- Excellent written and verbal communication skills.
- Energetic, enthusiastic and curious

### Knowledge and Skills:

- Strategic thinking with experience shaping or implementing strategy including values, vision, mission and strategic goals in a cultural organization.
- Team building and teamwork with the ability to work genuinely to support colleagues in achieving organizational goals and foster a positive inclusive organizational culture.
- Results oriented taking accountability for delivering on strategic outcomes.
- Strong working knowledge of standards of museum practice, decolonized and contemporary museum approaches, and the legal and ethical environment as it relates to museum work.
- Strong digital literacy required – working knowledge and comfort with museum databases and a variety of office applications and the role of technology in supporting visitor experience.
- Strong communication, collaborative work, and project management, planning and prioritization skills.

**Pay Range:** \$62,000 - \$75,000

If you would like to apply for this position, please forward your cover letter and curriculum vitae to [hr@kelownamuseums.ca](mailto:hr@kelownamuseums.ca) by July 28, 2023. We thank all applicants for their submissions; however, only those chosen for an interview will be contacted. Kelowna Museums Society is an equal opportunity employer. We encourage Indigenous people, and people from diverse backgrounds and ethno cultural communities, to apply.