

**POSITION: Program Manager**

Capital Heritage Connexion Patrimoine de la Capitale (CHC|CPC) is an umbrella organization serving organizations, businesses, and individuals who are interested in the history and heritage of the greater Capital area. We play a leading role in supporting, developing, and sustaining the heritage sector and ensuring local residents have access to and engagement with our region's history and heritage.

To achieve its objectives, CHC|CPC works closely with museums, archives, historical and genealogical societies, cultural communities, heritage buildings, built and natural sites, spaces and features, as well as a range of heritage scholars, supporters and advocates. We act as an important liaison with all three levels of government and other cultural and economic umbrella groups.

We are seeking a highly motivated, fluently bilingual professional to join our team as Program Manager. The ideal candidate is an organized and detail-oriented professional with excellent communications and interpersonal skills. They will have a proven ability to establish priorities, work independently, and can proceed with objectives with limited supervision.

**RESPONSIBILITIES:**

Reporting to the Executive Director, the Program Manager will develop and manage programs, events and initiatives aligned with the CHC's strategic goals. Key responsibilities will include:

**Membership Management:**

- Communicate with members on a regular basis;
- Run the annual membership drive;
- Coordinate processing, tracking and invoicing of member applications and renewals;
- Develop outreach and membership materials (presentations, brochures, website content, etc.);
- Develop a strategy to increase CHC membership and representation;
- Respond promptly and professionally to inquiries about CHC's programs and membership benefits;
- Maintain an efficient, reliable database to record membership contact information and records; and
- Create and facilitate member satisfaction surveys and analyze the results to direct future programs.

**Program and Event Management:**

- Identify, leverage, promote and keep a record of relevant external professional development and funding opportunities for our members;
- Develop, promote and manage professional development programs and networking events based on the needs of our membership (e.g., Capital Heritage Mentorship Program, ConneX sessions, webinars, workshops, group gatherings and exchanges);
- Evaluate programs and make recommendations for change and revision;
- Plan and manage the CHC's annual heritage events (Heritage Day, AGM, Heritage Holiday Social); and
- Assist with budget preparation for events and programs.

**Outreach & Marketing:**

- Coordinate visits to members' events and sites;
- Work with internal and external partners to implement our new corporate brand;
- Work with external firms to maintain and manage our websites and IT systems;
- Oversee communications, including e-newsletters, member communiqués and social media posts;
- Lead the overall marketing strategy to promote our members and their offerings;
- Act as project lead for our Ottawaography | ottawagraphie micro site.

**Other Responsibilities:**

Recruit, train and supervise part-time staff, interns, summer students and volunteers;  
Provide support to the Board of Directors in the absence of the Executive Director;  
Undertake office administrative duties as needed; and  
Fulfil other duties as may be assigned by the Executive Director.

**ESSENTIAL QUALIFICATIONS AND ASSETS:**

Post-secondary education or equivalent experience in communications, public history, arts and culture administration, business administration or a related field with 3 years' relevant working experience;  
Fluently bilingual in English and French;  
Experience providing leadership, training and supervision;  
Experience with program/project management, event planning and communications;  
Ability to communicate effectively and confidently in person and in writing;  
Proficiency in Microsoft Office, Adobe Creative Suite, social media platforms, and website management tools;  
Proven ability to work simultaneously on several project timelines;  
Ability to prioritize and to work independently and in a team setting;  
Must be able to meet deadlines and perform under pressure;  
Highly motivated, with a passion for the Capital's and broader Canadian heritage;  
Experience working with heritage and community groups, organizations and volunteers is an asset;  
Experience working in a not-for-profit organization is an asset; and  
A valid driver's license and access to a vehicle is an asset.

**TERMS:**

The Program Manager is a full-time indeterminate position (37.5 hours per week) with occasional work evenings and/or weekends to accommodate activities such as annual meetings and other events.  
The position offers a salary range of \$38,000 - \$40,00 per annum (plus an added one time \$1,500 bilingualism hiring bonus, if applicable), a generous benefits package, an optional RRSP matching program, five weeks of paid vacation -including two weeks during our annual holiday office closure, paid parking, professional development opportunities, and a flexible work environment, including remote work due to pandemic circumstances.

CHC's team is aware of the issues related to the marginalization of minority groups in the workplace. We also recognize the importance of the diversity of social realities and the openness of viewpoints. We therefore encourage anyone who identifies as belonging to a minority group to apply to the position. Disclosing this information is your decision. You can mention it or not in your application, according to your own judgment.

**Deadline to apply: August 09, 2021**

Please apply with cover letter and resumé to Catherine Lindquist, Executive Director:  
[direction@capitalheritage.ca](mailto:direction@capitalheritage.ca)

The Capital Heritage Connexion | Connexion Patrimoine de la Capitale is an equal opportunity employer, and thanks all applicants for their interest. Only those selected for an interview will be contacted.