



Chief Operating Officer

Application Deadline: February 12, 2020

Start Date: ASAP

Salary: \$90,000 - \$100,000

Term: Full-time permanent

The Gardiner Museum brings together people of all ages and communities through the shared values of creativity, wonder, and community that clay and ceramic traditions inspire.

We engage audiences with exhibitions, programs, and hands-on classes, while stewarding a significant permanent collection. We interpret historical ceramics to emphasize their relevance today, and champion emerging and established Canadian artists and their role in the broader world. We innovate through clay education, as we bring together the experience of making with a deeper understanding of the art of ceramics.

We believe in making, looking, and thinking through clay.

The Gardiner Museum has a collection of over 4,000 objects from the Ancient Americas, Europe, Japan and China, as well as contemporary works with an emphasis on leading Canadian artists. The Gardiner Museum is among the few museums in the world focused on ceramics, and is one of the world's most notable specialty museums.

The Position:

The Gardiner Museum Chief Operating Officer reports directly to the Executive Director and CEO, and engages directly and regularly with the Gardiner Museum Board and Board Committees, most importantly the Audit and Finance Committee and its chair. The position is central to the success of the Museum, key in terms of supporting the creativity of the institution, and models and facilitates interdepartmental collaboration to advance progress towards strategic plan goals. This position is part of the senior management team of the Museum. The Chief Operating Officer is the lead on equity and inclusion in all aspects of the Museum's functions.

The Chief Operating Officer has five direct reports: Senior Manager IT, Shop Manager, Security & Facilities Manager, Accounting Manager, and Operations Coordinator.

Duties:

The Chief Operating Officer ensures the operational efficiency and financial integrity of the Museum in both the short-term and long-term, and is responsible for managing the Museum's administrative support functions including finance, commercial, visitor services, human resources, information systems, organizational policies, building maintenance, and security.

Accounting and Finance (60%)

- Directs the annual planning and budgeting process by managing the creation of detailed operating budgets from every operating unit and assembling them into a comprehensive budget for review by senior management. Includes preparation of annual budget of \$4.5 million, financial reports, R&R, and project budgets
- Oversees accounting processes, government remittances, and tax returns.
- Prepares all working papers and financial statements for the year-end audit and other project/government audits as needed
- Prepares and analyzes monthly financial statements with year-to-date actuals; year-end forecasts; comparisons to budget and previous year's actuals; and prepares explanatory comments
- Prepares reports and keeps track of invested funds in the Museum's Endowment
- Maintain internal controls for the Audit & Finance Committee
- Prepares budgets for government grants and reports
- Prepares and files charitable return and Gardiner US Foundation return for the CRA and IRS respectively

Operations (40%)

- Commercial: Oversees the commercial enterprises of the Museum including the Shop and hospitality
- Visitor Services: Directs overall visitor services including customer service, fiscal controls, and day-to-day operations of the Front Desk
- Information Systems: Oversees the information technology system to ensure protection of data, adherence to government policy, and efficient operational systems
- Human Resources: Oversees personnel policies, performance management, training and development, salary and benefit administration, recruitment/termination, and government payroll remittances. This HR responsibility is supported by an ongoing HR consultant, reporting to this position, who is in regular contact with the organization and available to staff as required
- Organizational Policies: Ensures the Museum is up to date on all government and Board of Trustee directed policies, outlines procedures, and ensures staff/volunteers are trained as appropriate. This position works closely with the Senior Development Manager and Board Secretary to engage board members

- Equity: Leads on Equity and Diversity Policy and Plan, works collaboratively with staff to ensure principles are embedded in practice and in all aspects of the Museum's functions
- Building maintenance: Oversees maintenance of the physical plant and housekeeping, develops a strategy for R&R, and manages capital projects as needed
- Security: Manages the functional operations of the security team and administers matters relating to the union

Skills (10+ years of progressive experience)

- Experience in a senior financial leadership role
- Experience in the non-profit and charitable sector, cultural sector preferred
- Leadership and operational skills
- Ability to handle competing priorities
- Creative thinking to solve budgetary issues and provide adequate solutions
- Revenues and Expenditures follow thru GAAP
- Experience with managing capital projects
- Government Grants, budget, and cash flow reporting experience
- Expert analysis and presentation skills, including presenting to a board and board committees, volunteers, internal staff groups etc.

Business Skills

- Effective planning and decision making abilities
- Advanced experience and knowledge of accounting: GL, AR, AP and POS
- Advanced knowledge of Employment Law, HR, Ontario Labor Standards, Payroll, T4, T4A, Self-employed, Employee Benefits
- Advanced knowledge of tax law, charity law, donation receipting, and regulation
- Ability to produce timely and accurate financial reports
- Knowledge of Accounting Software: Quickbooks Online (QBO), NCR Counter Point (POS), and Raiser's Edge
- Knowledge of Microsoft Office
- Advanced knowledge of the following: Health & Safety Policy, Security Policy, Fire Policy, Disaster Policy, First Aid Requirement; Building Maintenance Plan and Repairs; Renewal & Replacement Fund; Investments
- Knowledge of visitor services, commercial activities, and information technology

Technical or Mechanical Skills

N/A

Interpersonal/People Management Skills

- Excellent leadership skills including the ability to work with creative/cultural organization staff, volunteers, and employees of various ages and backgrounds
- Excellent line management skills for direct reports
- Ability to manage clearly while creating an effective, positive and enjoyable work environment.
- Excellent customer service skills for dealing with customers on the phone, email, and front desk

Bona Fide Education Licenses or Degrees Required (e.g. RNA, CGA)

- University degree
- CA, CPA designation preferred

Working conditions

N/A

Control

- Budget control: Overall museum budget, multi-year budgets
- Commercial, Visitor Services, IT, Security, Building Maintenance all report to the Chief Operating Officer who is responsible for their day-to-day supervision as well as annual reviews
- Organizational policies, government remittances, and adherence to provincial and federal laws
- Signing authority: One of Museum's signing officers, authorizes all purchase orders, cheque requisitions and adjustments, and payroll reports

Special conditions of employment

- Additional hours expected during exceptionally busy periods
- Must be reachable out of office hours for emergency situations

To apply, candidates should submit a letter of interest and CV in one PDF document by February 12, 2020 at 5 pm to hr@gardinermuseum.com. Please reference "Chief Operating Officer" in the subject line. No phone calls or visits please. For further information on the Gardiner Museum, please refer to our website: www.gardinermuseum.com.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Gardiner Museum is an equal opportunity employer and encourages applications from qualified candidates from visible and invisible minority group members, women, Indigenous persons, persons

with disabilities, persons across the spectrum of sexual orientation and gender identities, and others with the skills and knowledge to productively engage with diverse communities. We are committed to hiring on merit and to removing barriers in employment policies.

Reasonable accommodations for disabilities will be provided, on request, to support applicants' participation in all aspects of the recruitment and selection process.