

The **Royal BC Museum** sits on the Traditional Territory of the Lekwungen (Songhees) and Xwsepsum (Esquimalt) Peoples. The museum and archives explore the province's human history and natural history, advances new knowledge and understanding of BC, and provides a dynamic forum for discussion and a place for reflection. The Royal BC Museum celebrates culture and history, telling the stories of BC in ways that enlighten, stimulate and inspire. The museum is a hub of community connections in BC.

## CAREER OPPORTUNITY

### Revenue Manager

Regular Full-time 70 hours bi-weekly

Salary: \$ 2,164.82 -\$ 2,466.06 bi-weekly

Royal British Columbia Museum

Do you thrive in a fast-paced environment? We're looking for a professional ready to join our Corporate Finance team. We're looking for someone who gets what a museum has to offer and who knows how to work with partners to meet business objectives.

The **Royal British Columbia Museum** is one of Canada's great cultural treasures. Our collections, research, presentations and programs enable us to tell the stories of BC in ways that enlighten, stimulate and inspire.

The Royal BC Museum is consistently rated as Victoria's Number One attraction by TripAdvisor, and is committed to providing the best visitor experience throughout the Museum. The museum receives over 600,000 visitors annually generating approximately \$7 million in annual revenue systems for the museum and the IMAX Theatre. The Revenue Manager's key responsibilities are to manage Front of House operations, and to ensure that all revenue systems operate effectively and meet both internal and external control requirements.

We are looking for someone who can fill this key position that has the following strengths:

- You work well independently, take the initiative and look for the "better way" to get things done;
- You have practical experience working with complex financial systems and enjoy learning new systems – you enjoy a challenge and don't get intimidated;
- You have formal financial training (e.g. professional accounting designation or business diploma) and understand financial controls, audit requirements, risks etc. You will be able to identify issues and develop solutions independently;
- You can lead a team of people (Motivate, inspire, teach, organize) and can manage performance when necessary;
- You are a good communicator and can summarize complex information in a way that is useful to executive and operational users.

The Revenue Manager provides leadership to a team of six full-time employees and up to another five to ten auxiliary staff as required. This position requires Criminal Records Checks and all applicants must be legally entitled to work in Canada (Canadian Citizen or have permanent resident status).

We are accepting applications for this opportunity until 11:00 pm, July 12, 2018 (PST). Please refer to the job description and selection criteria to ensure your application addresses the areas we will be looking at when assessing applicant's suitability for this opportunity. The job description and selection criteria can be found at [Employment | Royal BC Museum](#).



**Please submit your application to the Human Resources quoting Competition RB2018:21 via email to:**  
[humanresources@royalbcmuseum.bc.ca](mailto:humanresources@royalbcmuseum.bc.ca)

## POSITION DESCRIPTION

### Royal BC Museum

POSITION TITLE:	Revenue Manager	POSITION NUMBER(S):	81888
DIVISION:	Corporate Finance		
DEPARTMENT:	Corporate Finance	UNIT	
SUPERVISOR'S TITLE:	Head of Corporate Finance	POSITION NUMBER	79148
SUPERVISOR'S CLASSIFICATION:	Business Leadership	PHONE NUMBER:	250-356-7749
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:	FO21, 768 points	CLASS CODE:	
APPROVED BY:	Beth Dixon / Warren Faller / Kim W	PHONE NUMBER:	

#### ORGANIZATION OVERVIEW

The Royal BC Museum is one of Canada's greatest cultural treasures. Our collections, research and presentations enable us to tell the stories of BC in ways that enlighten, stimulate and inspire. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of BC, and provides for a dynamic forum for discussion and a place for reflection.

We have over 10 million objects and specimens and millions of significant government documents and records; substantial photographic, audio and video collections; artworks; and an extensive library of publications. Through research and learning, we strive to broaden understanding about our province and inspire curiosity and wonder. We are passionate about sharing British Columbia's story with the millions of visitors who walk through our doors and explore our website each year.

#### DEPARTMENT OVERVIEW

RBCM receives over 600,000 visitors annually and the Revenue Management unit shapes the experience for our visitors and clients. Front line staff welcomes visitors to the Royal BC Museum, answers their questions, and ensures that all of their expectations are met courteously and efficiently.

The unit is responsible for the collection of approximately \$7 million in annual revenue through museum admissions and memberships, and on behalf of our partners. Tickets for admissions may be purchased in person from cashiers or online, as well as directly from approved vendor clients (e.g. hotels).

The unit performs several key functions:

- Processing and control of the Royal BC Museum's revenue through its revenue/admissions system ensuring all revenue is received, documented, and reconciled.
- Ensuring that all revenue systems operate effectively and meet both internal and external control requirements.
- Providing accurate, timely and relevant financial, operational, marketing and performance reporting as required for the corporation.
- Managing Front of House operations, including admission ticket sales to individual and groups in person, on-line and over the phone; and serving as the first point of contact for distribution of information to external visitors.

## **PURPOSE OF POSITION**

This position is responsible for front of house operations for the museum and its partners, as well as ensuring that the revenue management and reporting systems meet the business and financial control requirements of the Museum. A commitment to customer service is a priority.

The Manager identifies, develops and implements all financial controls in accordance with standards established by the Museum, while developing and maintaining documented policies and procedures for the department. The Manager is responsible for the development, operation and maintenance of an effective revenue management system that meets the Museum's business, financial control, and reporting requirements.

The position fills a significant role as a liaison between the Visitor and the museum and archives. The Manager is responsible for managing the Box Office and Group Booking functions of the Royal BC Museum and providing leadership across the Front of House (cashiers, coat check, information desk, and other staff or volunteers working in the lobby to service visitors) by demonstrating a high level of service excellence to all visitors.

Under the direction of the Head of Finance, the Manager provides leadership to a team of 6 full time box office employees, an on-call list of another 5-10 auxiliary staff and 1 group bookings clerk. In addition, the Manager is responsible for the revenue management system and oversees 1 system administrator.

## **SPECIFIC ACCOUNTABILITIES / DELIVERABLES**

### **1. Provide effective Financial Management and Revenue Reporting:**

- Develop and implement improvements to revenue management, financial, business and system processes.
- Determine information needs for, financial, operational, marketing and performance reporting for the corporation, and ensure timely and accurate financial and non-financial reporting of transactions to department Head for Executive.
- Prepare monthly performance measure reports for review by Head.
- Develop and maintain financial policies and procedures that will ensure adequate control over the accuracy and completeness of revenue.
- Identify potential problems and gaps in financial controls which may result in loss of revenue through failure to adequately protect the revenue stream;
- Conduct surprise audits of box office staff to ensure compliance with financial policies and procedures and adequate controls over revenue.
- Investigate and resolve potentially complex problems resulting from daily operations and monthly reconciliations by box office staff.
- Investigate and resolve issues dealing with bank reconciliations.
- Conduct cost benefit analysis and financial estimates on new department projects or initiatives including system development and or system revisions.
- Identify high risk/problem areas from both an operational and financial control perspective and take necessary steps to implement preventative measures.
- Review and evaluate revenue reports to identify and follow up on any anomalies;

## **2. Visitor Experience Leadership**

- Provide leadership across the Front of House (cashiers, coat check, information desk, and other staff or volunteers working in the lobby to service visitors) by demonstrating a high level of service excellence to all visitors.
- Resolve visitor problems quickly, efficiently, and courteously.
- Provide informal customer service training for all front of house staff
- Accurate recording and monthly reporting of visitor data collection and statistical reporting.
- Handle visitor concerns, comments and complaints that cannot be settled at the supervisory level, including responding to visitor complaints regarding ticket, admission, and service-fee issues.
- Ensure visitors are provided with the information they need to easily understand and access the various services provided by the Royal BC Museum (whether by phone, in-person or on the web) and its partners.
- Ensure cashiers promote and explain new products or services being offered.
- Provide advice and guidance on sales transactions where customer needs may be beyond policy.
- Maintain good working relationships and communicate with all departments and partners.

## **3. Manage Box Office and Supervise Staff**

### **Supervision**

- Manage staff including Cashier Team Lead, Cashiers, Group Booking Clerk and System Administrator
- Train, cross –train, and retrain all box office staff including training on the Revenue Management System.
- Provide mentoring, leadership and advice in the guidance and development of staff.
- Signoff Performance plans for Team Lead and Group Booking Clerk and appraise work performance on a regular basis; provide regular reporting of performance from the RMS and Halogen and manage work performance of staff.
- Manage the new staff hiring process including the development of test questions and sitting as the panel chair on interviews.
- Approve overtime, vacations and other leave of direct reports.
- Hold others accountable for all cash-handling, check-cashing, and credit policies.
- Conduct regular scheduled meetings of box office staff.

### **Administration**

- Work within the allocated budget for the box office.
- Maintain an organized and comprehensive filing system.
- Develop and implement processes to respond to inquiries from senior management, visitors; the general public; financial staff from other organizations (Foundation, IMAX); and other tourism partners

#### **4. Provide pro-active, effective and efficient management and development of the Royal BC Museum's Revenue Management System**

- Manage the RBCM's main revenue management system (currently ATMS+), including security and quality control; provide specialist direction and business area analysis, advice, and assistance for ATMS+ to support business and system design and programming activities by the software vendor (currently VANTIX).
- Continuously review technology changes and make recommendations to department Head to ensure the Revenue Management System is up to date, efficient and conforms to current technical standards.
- Determine and reassess system requirements to ensure that it meets the changing needs of the RBCM by analyzing requirements and modifying system specifications.
- Plan, coordinate and perform changes to business processes. Translate processes into business requirements and functional design specifications and provide recommendations to Head.
- Continuously evaluate the risks and controls of the system, in accordance with Information Technology standards and guidelines.
- Undertake feasibility studies and research projects that may include business cases, risk assessment, functional designs, and implementation plans for information solutions with the objective of maximizing cost effectiveness in capturing financial data, quality assurances and reporting requirements.
- Act as the primary business resource for the system developer to ensure accurate and complete input of business requirements for development of new requirements/enhancements.
- Ensure the adequacy of internal controls and audit trails within the system, in accordance with Generally Accepted Auditing Standards.
- Develop and recommend security access controls and security monitoring procedures for the Revenue Management System in accordance with sound internal control policies and procedures.
- Ensure problems with the system are resolved in an effective and timely manner
- Forecast and monitor expenditures in relation to the system and perform an on-going budget variance analysis.
- Establish, coordinate and test system upgrades prior to implementation in Production mode and develop and implement disaster recovery plans and business continuity plans as it relates to the Revenue Management System.
- Ensure the RBCM's revenue data integrity is maintained and pro-actively protected.
- Provide assistance and support to employees and clients regarding the revenue management system and effectively manage major RMS initiatives and enhancements.
- Recommend changes to sales processes and practices to Head for approval.

#### **5. Perform other related duties:**

- Act as Expense Authority for Box Office budget (\$30,000)
- Oversee a salary/benefits budget of over \$500,000 and ensures expenditures remain within budget.
- Identify appropriate measures for monitoring department activity and productivity and identify related trends.
- Other duties as required.

**DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)**

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	2	0
Supervises staff through subordinate supervisors	8	Up to 10

**PROJECT /TEAM LEADERSHIP OR TRAINING** (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

**TOOLS / EQUIPMENT**

Operates in a standard office computer environment using MS Office.  
 Required to use the following software programs: Great Plans financial software, ATMS POS software

**WORKING CONDITIONS**

The Royal BC Museum is open every day of the year, except Christmas Day and New Year's Day. As a result, work schedules vary for every department. The majority of union employees are on a 'flexible schedule' where employees schedule their work based on operational requirements for a total of 70 hours each bi-weekly period and at no more than 10 hours per day.

**INCUMBENT:** I have read and understand this job description

NAME: Vacant	SIGNATURE	DATE:
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**EXCLUDED MANAGER AUTHORIZATION**

I confirm that: <ol style="list-style-type: none"> <li>the accountabilities / deliverables were assigned to this position effective:.</li> <li>the information in this position description reflects the actual work performed.</li> <li>a copy has / will be provided to the incumbent(s).</li> </ol>		
NAME: Marcus Barthropp	SIGNATURE:	DATE:

## SELECTION CRITERIA

### Experience, Education and Training Requirements

- Business or Hospitality Management certificate preferred
- Experience supervising staff, including performance management
- 3 to 5 years' experience in a computerized financial environment
- Experience developing, maintaining, updating and testing a revenue management system
- Experience to include:
  - Financial accounting (preparing/adjusting entries, reconciling subsidiary ledgers, preparing ad-hoc reports)
  - Developing, assessing and testing financial controls
  - Financial budgeting, forecasting and analysis

### Knowledge

- Knowledge of Revenue Management Systems
- Knowledge of financial controls and policies in order to ensure corporate compliance
- Knowledge of various service strategies and philosophies

### Skills and Abilities

- Ability to use spreadsheet & word processing software (Excel & Word) in a Windows environment
- Computing accurately a variety of mathematical problems
- Ability to analyze and interpret financial policies and procedures

### Core Public Service Competencies:

- **Service Orientation** - implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Results Orientation** - is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Teamwork and Cooperation** - is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational skills.

### Job-Specific Competencies:

- **Listening, Understanding and Responding** - is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Flexibility** - is the ability and willingness to adapt to and work effectively within a variety of diverse situations and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **Analytical Thinking** - is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Problem Solving / Judgment** - is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Partners with Stakeholders** - is the desire to work co-operatively with all stakeholders to meet mutual goals. It involves awareness that a relationship based on trust is the foundation for success in delivering results.
- **Planning, Organizing and Coordinating** – involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.