



CHINESE
CANADIAN
MUSEUM
華裔博物館

Facilities and Operations Manager – Job Description

The Chinese Canadian Museum (CCM) is seeking a highly motivated and energized Facilities and Operations Manager to join our passionate and growing team.

Reporting to the Director of Finance and Administration, the ideal candidate manages the day-to-day operations of custodial, security, and building maintenance activities. As well, this position includes participation in the development, recommendation, and administration of policies, procedures, and processes in support of departmental operations.

The Facility and Operations Manager will also respond to inquiries and requests for service from other departments while supervising technical/support staff. This person will also arrange and coordinate trades and contractors representing a variety of work skills necessary for the maintenance and repair of the Wing Sang building facilities, and participate in the planning of new renovations for the museum with the construction project manager. This role requires excellent communication, organizational skills, and an ability to make decisions in a high-pressure environment. The ideal candidate should have a proven track record in logistical operations and project management, with a passion for promoting cultural heritage and diversity.

Working for a not-for-profit society which recently opened to the public, the successful applicant is expected to excel in a fast-evolving environment, working effectively and independently, while collaborating with the museum team, and external partners and stakeholders.

This position is expected to be performed primarily in the office in Vancouver Chinatown, with expected work days from Tuesday to Saturday, from 10 a.m. to 6 p.m. Some off-site work and meetings may be required, as needed.

About the Chinese Canadian Museum

The Chinese Canadian Museum Society of British Columbia was founded in March 2020 as an independent, non-profit society to establish and operate a public museum in British Columbia honouring Chinese Canadian history, contributions, and living heritage. The first museum of its kind in Canada, the Chinese Canadian Museum showcases arts, heritage, and cultural exhibitions that celebrate the inclusion and collaboration among Chinese Canadians, Indigenous peoples, and other communities across generations, throughout British Columbia, Canada, and the world.



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Working with Our Team:

At the Chinese Canadian Museum, we are a fun, close-knit management team that is supportive of each other's career goals and are passionate about our cultural institution and Vancouver Chinatown. Our total compensation package is designed to support our staff in achieving their goals and focus on the things our staff love. In addition to competitive base pay, training and development opportunities, we also offer extended health plans, paid time off, matching RRSP plan, phone reimbursement plan, and free admission to museums in 137 countries around the world.

Responsibilities include the following:

1. Plans, organizes, maintains, and manages the operations, and reliability of Wing Sang Building / Chinese Canadian Museum facilities and general infrastructure systems.
2. Establishes and monitors preventative maintenance processes and programs and facility inspection processes for on-going review of maintenance work by chosen contractors.
3. Develops, recommends, and administers policies, procedures, and processes in support of building maintenance operations.
4. Administers procurement and fiscal management activities associated with building and facilities maintenance activities, which may include RFPs, and contracts for custodial and landscaping related work to acquire trades and professional assistance; monitoring spending on project and cost account basis; reviewing and authorizing purchase orders; administering contracts; obtaining price quotes and bids; and/or, performing other related activities.
5. Troubleshoots and responds to after-hour issues as needed regarding the operational aspects of the facilities, such as HVAC issues, fire alarm malfunctions, electrical outages, water leaks, etc.
6. Monitors the safety and accessibility of the Wing Sang building / Chinese Canadian museum and its facilities.
7. Proactively develops and oversees Asset Management plan with internal team and external consultants.
8. Updates and maintains list of building facilities equipment, including life cycle and replacement costs.
9. Monitors and oversees the work of external contractors to ensure terms of agreements are met and work is completed satisfactorily.
10. Participates in the development and administration of landscaping and building maintenance budget; coordinates the allocation of resources following budget approval; and recommends approval of expenditures.



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11. Participates in/on a variety of staff meetings, and is an important and integral member of the team.
12. May perform all or some of the responsibilities above and all positions perform other related duties as assigned.

Qualifications

- Bachelor's Degree in Facilities Management, Engineering, Architecture, Administration, or a related building construction field. Relevant experience may substitute for the degree requirement.
- Experience in facilities maintenance and custodial management.
- Experience with managing a budgeting related to operations and facilities.
- Project management experience.
- Experience with preventative maintenance principles and practices.
- Demonstrated ability to communicate effectively with different audiences and work with diverse groups.
- Excellent written and verbal communication skills in English and, preferably, in one or more Chinese languages.
- Proven ability to work independently and collaboratively, with a high level of organization and attention to detail.
- Passion for cultural heritage preservation and promotion of diversity and inclusion.
- Familiarity with Chinese Canadian culture, history, and community dynamics is an asset.
- Experience working in the not-for-profit sector is an asset.

Salary Range: \$75,000 to \$85,000 / year

Please submit a cover letter and resume to hr@chinesecanadianmuseum.ca. Posting will be open until the position is filled although priority will be given to those that apply before May 5, 2024.