



Manager of Tourism and Events

Permanent, full-time position – Hamilton, ON

Do the acronyms DMO, MAT, VFF and RevPar slide off your tongue? Does hosting major events like the Grey Cup, JUNOs and RBC Canadian Open excite you? Ready to fall in love with Hamilton's grit, dogged resiliency, rugged beauty and cultural vibrancy? The City of Hamilton and Tourism Hamilton are seeking a strong people leader to join the Tourism & Culture management team and leverage the City's assets as we enter economic recovery. Are you the one?

The Tourism & Events Section is comprised of a Sales Unit (convention, meeting, and sports tourism business attraction), a Visitor Centre (visitor services, programming) and an Events Office (major event hosting, community events), and works collaboratively with other Tourism and Culture Division sections in tourism product development, tourism marketing, and the delivery of services. As Section Manager, you'll cultivate and develop productive relationships with a variety of local, regional, provincial, federal, industry and community stakeholders, and other City departments, to advance tourism and event initiatives.

Reporting to, and working closely with, the Director of Tourism and Culture, you'll play an important role in the economic health of the City by leading a multi-disciplinary team in strategic municipal cultural and economic development planning for Tourism. This will include policy development, research and evaluation, community, event hosting and management, and business development of Tourism Sectors which contribute to Hamilton's social and economic viability, engagement and facilitation.

A strong leader that brings the public and private sectors together to facilitate the growth of tourism, you'll be the public face of tourism, representing both the City and Council, while taking on a broader corporate role on a variety of cross-functional, cross-department/divisional and corporate teams.

If you have honed your abilities as a collaborator, relationship builder, and out-of-the-box strategic thinker (and doer), join us in Hamilton and bring your proven track record in tourism development for business and leisure markets, and your experience in attracting and hosting major events.

Your qualifications as Manager of Tourism and Events include:

- Demonstrated knowledge of the Tourism Industry sectors and markets, and a high degree of competence in leading the development and implementation of Tourism-based initiatives, normally acquired through a combination of a university or college degree in Business Administration (MBA preferred) or a related field of study and progressive work experience.
- At least ten (10) years' progressively responsible management experience, gained through municipal, public or private sector positions.
- Highly developed ability to think big picture and long term, as well as articulate a vision to lead and inspire others.
- Demonstrated experience in leading and managing a multi-disciplinary staff in a results-oriented and unionized environment.
- Relevant administrative and financial management experience.
- Highly developed interpersonal skills and ability to interact effectively with elected officials (politically sensitive environment), representatives of other levels of government, management, peers, external stakeholders, community volunteers, staff, media, and the general public.
- Ability to maintain successful relationships with representatives of the tourism industry; meet the public in situations requiring diplomacy and tact; deal constructively with conflicts and develop effective resolutions.
- Demonstrated skills in project management, strategic and operational planning, group facilitation and community development with the ability to multi-task.
- Demonstrated knowledge in benchmarking, developing and monitoring budgets, continuous improvement, and negotiating agreements.
- Excellent conflict resolution skills.
- Demonstrated research, analytical and problem-solving skills.

- Effective communicator both orally and written honed through practical experience.
- Media training.
- A high degree of personal integrity, sound interpersonal skills and demonstrated good judgment.
- Sound knowledge of the Tourism and Culture Division's programs, services, operations and accompanying policies, procedures and relevant legislation as applicable.
- A thorough knowledge of, and demonstrated skills in, Microsoft Office, including Word, Excel, PowerPoint, Outlook and Internet and database (CRM) applications, as required.
- Working knowledge of software applications and emerging technologies.
- Demonstrated knowledge of the Occupational Health and Safety Act and applicable regulations as it relates to the position.

ASSETS:

- Event management training and/or experience.
- Tourism Sales training and/or experience.
- Certified IAP2 public participation training.
- Project management training or certification.

NOTE:

- This position requires a valid Class "G" driver's licence; proof thereof is required after hire.

This permanent, full-time position offers a salary range of \$108,426.50 to \$129,462.06 per annum (based on a 35-hour work week schedule).

About the City of Hamilton

Contribute to the City of Hamilton, one of Canada's largest cities – home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometres of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged, empowered employees. Help us #BeTheReason the entire country is talking about Hamilton, and achieve our vision of being the best place to raise a child and age successfully.

For full details and to apply

If you are interested in working alongside a dedicated team that's contributing to the well-being of Hamilton's residents, please visit www.hamilton.ca/careers for details on this position as Manager of Tourism and Events, **JOB ID #16537**, and to **apply online**, by **Wednesday, September 23, 2020**.

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

The City of Hamilton values the diversity of our workforce and the knowledge of our people. We thank all who have applied; however, only those under consideration will be contacted.