



## **Director of Experience, Development & Volunteer Leadership**

**Location:** H.R. MacMillan Space Centre

**Classification:** Full-time, Exempt

Salary: \$60,000/annum + Benefits, MPP (after 6 months probationary period)

### **Position Overview**

The **Director of Experience, Development & Volunteer Leadership** is a senior leadership position at the H.R. MacMillan Space Centre responsible for advancing **visitor experiences**, **volunteer program excellence**, and **strategic development initiatives** that strengthen the organization's public impact and financial sustainability.

This position is excluded from the CUPE 15 bargaining unit under the Labour Relations Code of British Columbia due to its managerial authority, confidential fundraising and donor engagement responsibilities, and direct involvement in organizational strategy with the Executive Director.

The Director leads guest services, volunteer engagement, membership growth, and donor cultivation efforts, ensuring all public-facing programs align with the mission and contribute to long-term community relationships. This is a role that will deliver external experience delivery, program-driven fundraising, and relationship-based development.

### **Key Responsibilities**

#### **Strategic Experience Leadership**

- Deliver mission-driven visitor experience across guest services, membership programs, and public events.
- Provide strategic oversight and coordination for event-related programming, membership initiatives, and donor-focused engagements, ensuring alignment with organizational priorities, working with Programming and Marketing .
- Monitor visitor feedback and industry trends to enhance service delivery and operational excellence.

#### **Volunteer Program Development**

- Oversee the full volunteer program lifecycle - recruitment, onboarding, training, scheduling, supervision, and recognition.



- Build relationships with schools, universities, service clubs, and community groups to expand the volunteer base.
- Foster a culture of belonging, mentorship, and pride among volunteers

### **Development & Fundraising**

- Identify and engage prospective donors, sponsors, and funding partners, building and nurturing relationships that align with the organization's mission and programs. Lead cultivation and stewardship efforts to inspire program-focused giving and long-term support.
- Lead membership growth strategies, donor recognition activities, and sponsorship opportunities for public programs and events.
- Collaborate with Programming and Marketing teams to create compelling cases for support tied to exhibitions, educational programs, and community events.
- Assist in the preparation of grant proposals and reports for funders supporting public engagement and volunteer initiatives.
- Maintain accurate donor, sponsor, and member records using the organization's CRM system, ensuring confidentiality and compliance with privacy standards.

### **Program & Event Coordination**

- Lead and coordinate, in collaboration with the Marketing and Programming teams, outreach initiatives, community events, member and donor recognition activities, and other special public programs.
- Serve as an on-site organizational representative at these events to foster relationships, engage with stakeholders, and ensure alignment with strategic goals.
- Oversee scheduling systems for visitor-facing events and rentals to ensure cross-departmental alignment, reviewing timesheets and payroll notes for budget and compliance, with daily scheduling handled by union staff
- Provide leadership in logistics planning, ensuring events are delivered on time, within budget, and to a high standard.



### **Team Management**

- Supervise staffing guest services needs, membership coordinators, and volunteers, ensuring performance expectations and service goals are met.
- Manage confidential service and development planning documents.

### **Required Qualifications & Experience**

- 8–10 years of leadership experience in visitor services, development/fundraising, volunteer management, or public engagement in cultural, nonprofit, or educational organizations.
- Proven track record in donor or sponsor cultivation, membership growth, and/or fundraising events.
- Experience managing teams, budgets, and complex public-facing operations.
- Strong relationship-building, communication, and presentation skills.
- Proficiency in Microsoft Office Suite, Google Workspace, and CRM platforms (Salesforce experience is an asset).

### **Preferred Qualifications**

- Experience in sponsorship, donor stewardship, or grant writing.  
Background in museums, science centres, arts, or cultural institutions.  
Knowledge of accessibility and inclusive service delivery best practices.
- Demonstrated commitment to equity, diversity, and inclusion, with experience working effectively with diverse communities.
- Experience working with and/or lived experience as a member of an equity-deserving community, including visible minorities, is considered an asset.