

JOIN OUR TEAM

WE ARE HIRING FOR:

Director, Olympic Plaza Operations

Reporting to the Vice President & Chief Operating Officer, the Director, Olympic Plaza Operations provides strategic leadership and operational oversight for Olympic Plaza, ensuring it thrives as a premier civic gathering place. As a member of the Leadership Team, this role is responsible for stewarding a safe, welcoming, vibrant, and operationally excellent destination that serves Calgarians, visitors, community organizations, artists, and partners year-round.

Working across Werklund Centre departments and with external stakeholders, the Director leads the operations, activation, and ongoing management of Olympic Plaza. This role plays a critical part in shaping the Plaza's future by balancing public access, cultural activity, community connection, commercial opportunities, and operational excellence in support of Werklund Centre's strategic priorities of Connect, Enrich, and Sustain.

You are an experienced, strategic, and collaborative leader with a proven track record of managing complex public-facing operations. You are comfortable setting long-term direction while ensuring strong operational execution, building trusted partnerships, and leading multidisciplinary teams. You thrive in environments where community impact, service excellence, operational performance, and financial sustainability intersect. With strong leadership, relationship-building, and stakeholder management skills, you can navigate complex environments while delivering results that contribute to Calgary's civic and cultural landscape.



Employment: Permanent, Salaried

Hours: FT (40hrs); including regular overtime, weekend and evening work to support operational needs

Start Date: ASAP

Salary Range: \$95,000 - 100,000 annually

Location: Calgary (on-site)

To apply, send your resume and cover letter to: employment@werklundcentre.ca

Closing Date: August 24, 2026

WHO WE ARE

Werklund Centre (formerly Arts Commons) is the steward of Western Canada's largest arts centre and the artistic and civic cornerstone of Calgary's downtown core that fosters the arts through live performance, educational opportunities, and artist development. For 40 years, it has been a key contributor to the social, economic, cultural, and intellectual life and well-being of Calgarians—a commitment that is being renewed through the Werklund Centre Transformation project, the largest cultural infrastructure project in Canadian history.

Our Belief

Equitable access to the arts is a basic human right

Our Responsibility

To redefine a bold and adventurous Calgary by championing and investing in creativity

Our Mission

We pursue artistic leadership through shared cultural experiences—creating opportunities that bring people together to celebrate who Calgary is today and spark the conversations that will shape our city's future

WHAT WE OFFER

Employee Promise

We cultivate a diverse community that encourages collaboration, connection, and empowerment. On top of the excitement of working with a team of cultural enthusiasts passionate about welcoming people into our spaces at one of Canada's top performing arts facilities, Werklund Centre also offers:

- A collaborative, engaging and values driven work environment
- An annual salary in the range of \$95,000 - 100,000
- A comprehensive health and dental benefits package, with RSP matching and access to an Employee & Family Assistance Program (EFAP)
- A Health Spending Account providing annual employer-funded coverage for eligible health and wellness expenses
- A dynamic role that will have you engaging with the arts and communities in many different areas, and through different types of events and productions
- A positive working culture, keeping employee health and wellness a priority with generous paid time off policies and an annual lifestyle allowance

WHAT WE VALUE

We are looking for individuals who share our vision of creating a bold and adventurous Calgary that brings people together through the arts.

Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts, and arms.

OPEN POSITION: DIRECTOR, OLYMPIC PLAZA OPERATIONS

WHAT YOU WILL GET TO DO HERE

As the Director, Olympic Plaza Operations, you will lead the development and implementation of operational strategies that support Olympic Plaza as a vibrant, inclusive, and accessible year-round destination. You will oversee the day-to-day activations of the Plaza, ensuring operational readiness, strong guest experiences, and continuous improvement across all areas of responsibility.

Working closely with internal teams and external partners, you will oversee public amenities, seasonal activations, guest services, vendor and concession management, community activations, and ice rink operations. You will build relationships with municipal partners, community organizations, cultural institutions, businesses, sponsors, and service providers while identifying opportunities to expand programming, strengthen partnerships, and enhance the overall visitor experience.

You will provide financial and operational leadership through budgeting, forecasting, business case development, procurement oversight, and contract management. By establishing service standards, monitoring performance, and identifying opportunities for innovation and efficiency, you will ensure resources are aligned with organizational priorities and support the long-term sustainability of Olympic Plaza. Through values-based leadership, you will develop and empower a multidisciplinary team while fostering a culture of accountability, collaboration, inclusion, and continuous learning. You will champion Werklund Centre's Core Values and support employees in delivering exceptional experiences for the community.

Strategic Goals: Establish Olympic Plaza as a leading year-round civic destination by delivering operational excellence, meaningful community connections, sustainable growth, and experiences that advance Werklund Centre's strategic priorities.

WHERE YOU FIT WITHIN OUR ECOSYSTEM

As a member of Werklund Centre's Leadership Team, this role provides strategic direction while collaborating with teams across Venue Operations, Programming, Brand & Audience Development, Development & External Relations, Facility Operations, Security, Finance, Human Resources, Ticketing, and external partners. The Director connects public space operations with community engagement, cultural programming, partnerships, and organizational strategy to support the continued success of Olympic Plaza.

YOU WILL BE A GREAT FIT IF YOU . . .

Must have:

- Bachelor's degree in public administration, Business Administration, Hospitality Management, Parks & Recreation, Urban Planning, Arts Administration or a related discipline
- Minimum of eight (8) years of progressive leadership experience in civic operations, public venues, cultural facilities, destination management, hospitality, municipal operations or similarly complex public-facing organizations
- Demonstrated experience leading multidisciplinary operational teams
- Experience developing and managing operating budgets
- Experience building collaborative partnerships across multiple stakeholder groups
- Strong strategic planning and operational leadership skills
- Demonstrated commitment to accessibility, inclusion and community engagement
- Ability to navigate a dynamic outdoor public environment while supporting operational oversight

Nice to have:

- Experience operating public spaces, cultural districts, parks or major civic destinations
- Experience working with municipalities and public-private partnerships
- Experience overseeing seasonal operations, public amenities or destination management
- Knowledge of Calgary's civic, tourism and cultural landscape
- A passion for creating vibrant public spaces that strengthen communities
- A passion for the arts!

Working Conditions & Physical Requirements:

- Regular evening, weekend, and holiday work as required to support operations and public events
- Ability to respond to operational issues outside regular business hours and expected on-call responsibility for managing operational emergencies
- Frequent work outdoors in all weather conditions
- Regular walking throughout Olympic Plaza and surrounding areas
- Attendance as required for off-site meetings and events
- Occasional travel outside of the city may be required

If you are interested in applying to this exciting opportunity, please forward your resume (required) and cover letter in confidence to:

Human Resources

Werklund Centre

205 - 8th Ave SE Calgary, Alberta T2G 0K9

Email: employment@werklundcentre.ca

Interviews will be conducted on an on-going basis and the job posting will officially close when a suitable candidate is found. For best consideration, please apply by the deadline date. While we hope to fill this position as earliest as possible, our commitment to finding the right candidate may require more time.

We thank all interested applicants in advance but will only be contacting those selected for an interview.

If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.

Commitment to Inclusion, Diversity, Equity & Accessibility

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process. To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

We strongly encourage applicants who identify as part of underrepresented groups, including women, people of colour and those with disabilities to apply. Even if your past experiences do not align perfectly with every qualification, we strongly encourage you to apply anyway! An excitement and passion for Werklund Centre can go a long way here, whether it's in this role or another.