

Director of Operations– #2024-044

Location: Vanderhoof, BC
Hours of Work: 35 hours per week, Monday to Friday 8:30 am to 4pm, with some evening and weekend work as required. **On Call:** Typically, each manager is scheduled on-call , once every 8 or 9 weeks.
Posting Date: Sept 24, 2024, **Closing Date:** until filled
Start Date: ASAP
Wages: Annual Salary \$90,565 (\$49.76/hr) to \$105,675 (\$58.05/hr)
Benefits: Extended Health, Dental, Pension Plan, Paid Sick Days, LTD, Vacation 4 weeks + More

Job Summary

Our well-established not-for-profit organization is seeking organizationally efficient leader with not-for-profit management experience that can help maintain and grow our organization. Under the direction of the Executive Director, the Director of Operations is responsible for managing information technology, office administration, housing programming, finance, fleet vehicles operations and contracting/procurement for the Society. The Operations Director is responsible for overseeing the day-to day management of business operations strategizing for long-term success.

The Director of Operations includes liaising with Executive Director and Board of Directors (on as needed basis) to make decisions for operational activities and set strategic goals, planning and monitoring the day-to-day running of the business, and supervising staff from different departments. This role also entails evaluating the efficiency of business procedures, managing procurement processes, and overseeing financial information to promote funding security and growth and financial stability and accountability.

The Operations Director collaboratively provides leadership, direction and guidance for activities and provides coordination with managers from departments that are under the Operations Director responsibility. The Director of Operations is responsible for the implementation and evaluation of processes and systems to increase operational effectiveness and efficiency for the Society. Represents the organization on various committees, other agencies, funders and supporters and the public.

Qualifications & Experience:

- Master’s Business or Public Administration or an acceptable combination of education, training & experience
- Recent, relevant and significant leadership experience (minimum 7 years in senior managerial positions)
- Experience providing management and senior level administrative services to a senior leader and a team.
- Knowledge of relevant socio-historical events relevant to Indigenous culture. Experience with trauma informed practice and culturally sensitive perspectives.
- Experience managing a multi-disciplinary team and administrative resources.
- Experience monitoring service reports, performance metrics/trends, and initiating and driving improvement opportunities.
- Demonstrated teamwork, leadership, and supervisory skills.

Key Duties and Responsibilities

Organization Management & Oversight

Operational management is a fundamental aspect of the director of operations’ role. Responsible for overseeing the day-to-day activities of the organisation, ensuring smooth operations across various departments. This involves monitoring processes, implementing and enforcing policies and procedures, and troubleshooting any operational issues that may arise. In conjunction with the Executive Director the director of operations focuses on maintaining and improving operational efficiency to drive the overall success of the Society.

Team Leadership, Development & Employee Management

Responsible for leading and developing their team. They provide guidance, mentoring, and support to their staff, fostering a positive and productive work environment. This involves ensuring effective communication and collaboration within the team, promoting professional growth and development, and identifying and addressing any performance issues. Strong leadership and interpersonal skills are essential for a director of operations to inspire and motivate their team to achieve optimal results

Budget and Finances

Develops the annual program and Society budgets for the review and approval of the Executive Director. Ensures input is provided by Managers in the development of financial budgets and monthly financial narrative reports. Supports the Executive Director and Program Managers in the development of financial projections for new programming and funding requests. Provides monthly financial performance reports to the Executive Director, Managers and to the Board along with the Executive Director. Provides required financial reports to all funders and communicates with funders regarding finances as required.

Administration, Community/Capacity Building, Communication and Collaboration, Risk Management

Required:

- Valid class 5 driver's license & satisfactory drivers abstract
- Criminal Record Check clearance

Skills and Abilities

- Ability to adapt to changing work environments, work priorities and organizational needs. Able to effectively deal with change and diverse people.
- Able to communicate clearly and concisely with various stakeholders, including senior management, department heads, and team members. This includes conveying information, coordinating efforts, and building strong relationships.
- Strong collaboration skills are necessary for a director of operations to successfully lead and motivate cross-functional teams. They must be able to foster a collaborative work environment where team members can effectively work together towards common goals. By promoting collaboration, a director of operations can maximise team efficiency and productivity
- Takes personal responsibility for job performance. Completes work in a timely and consistent manner. Sticks to commitments and reports back on status of assigned tasks. Good organization, time and general management skills.
- Ability to work effectively with other professionals in the agency and in the community.
- Must be sensitive to and respectful of cultural differences, differences in socio-economic status and lifestyle diversity. Must be non-judgmental.

Quick facts about the agency:

2024 Budget, approx. \$10 million • Over 100 staff members • 47 years of established non-profit social service delivery • services to a 150 km² area with offices in three communities (Vanderhoof, Fraser Lake & Fort St. James) • Funding for our programming is received through several federal, provincial, and private organizations & foundations. These include, the Ministry for Children and Family Development (MCFD), Community Living British Columbia (CLBC), BC Housing, the Public Health Agency of Canada (PHAC), & the Ministry of Public Safety & Solicitor General.

How to Apply:

Please send a cover letter of interest and current resume outlining your skills and qualifications for the position and include the job posting number:

Via email: careers@connexus.ca