



# Job Description Operations Manager

Division: Central Administration	Reports to: Executive Director
Job Title: Operations Manager	Effective Date: March 1st 2013

## Core Values Statement

Elmwood Community Resource Centre provides resources and leadership so the people of Elmwood can work together in building a stronger and safer community, making it a more desirable place to live, work and raise a family. We will accomplish this by; developing programs to meet the changing needs of the people in the community and connecting people, ideas and resources.

## Job Summary

The Operations Manager will be responsible for day-to-day operations, managing the organization's HR, helping and creating organizational and program budgets in collaboration with the ED and Program Supervisor,

Reporting to the ED and serving as a member of the Management Team this position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organizations financial and operations functions.

Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices. This position will also interact with the Board of Directors.

## Duties and responsibilities

- *Coordination and Supervision* - Coordinate, manage and monitor the workings of various departments in the organization.
- *Financial* - Review financial statements and data. Utilize financial data to improve efficiency. Prepare and control operational budgets. Control inventory. Recommend effective strategies for the financial well-being of the ECRC.
- *Best Practices* - Improve processes and policies in support of organizational goals. Formulate and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations and procedures.
- *Human Resources* – Working with the ED plan the use of human resources. Assist in recruitment and placement of required staff; establishment of organizational structure; delegation of tasks and accountabilities. Establish work schedules. Supervise staff. Monitor and evaluate performance in partnership with the ED.
- *Communication* - Monitor, manage and improve the efficiency of support services such as IT, HR, Accounts and Finance. Facilitate coordination and communication between support functions.
- *Strategic Input* - Liaison with Board and ED. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.
- *Risk Management* - Oversee organizational insurance policies. Ensure health and Safety committee meetings are held and tasks assigned.

### Qualifications

- Post-secondary education in Labour Management, Business, or HR from a recognized institution or five years of non-profit related work experience.
- At least 3 years' experience in Financial Management
- Demonstrated leadership ability.
- Knowledge of government contract management and knowledge and experience in organizational effectiveness and operations management implementing best practices.
- Commitment to social justice and the mission
- Excellent computer skills and proficient in Excel, Word, Outlook, and Access
- Excellent communication skills both verbal and written
- Preference given for experience in writing successful grant application
- Excellent interpersonal skills and a collaborative management style.
- Budget development and oversight experience
- A demonstrated commitment to high professional ethical standards in a diverse workplace
- Knowledge of Labour Standards
- Knowledge of tax and other compliance implications of non-profit status.
- Excels at operating in an fast pace, community environment
- Open to direction and Collaborative work style and commitment to get the job done
- Ability to challenge and debate issues of importance to the organization.
- Ability to look at situations from several points of view
- Persuasive with details and facts
- Delegate responsibilities effectively
- High comfort level working in a diverse environment

### Working conditions

- Non-standard hours of work.
- This position requires work outside the office environment.
- Use of a personal vehicle may be required.
- A valid driver's license is required.
- Criminal Record Check is required.

This position will be based out of 200 Levis St. and must ensure the front desk is staffed at all times. This is a full time (37.5 hrs per week) position. Salary and benefits to be negotiated based on qualifications and experience.

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<b>Approved by:</b>	<i>Human Resources Committee</i>
<b>Date approved:</b>	<i>Feb 28th, 2013</i>