

# LOWER SIMILKAMEEN COMMUNITY SERVICES SOCIETY

## Manager of Operations Position Description

### Position Summary

Reporting to the Executive Director, the Manager of Operations is responsible for managing developing strategies, planning, organizing and evaluating financial, human resources and social programs. The Manager is responsible for developing the vision, strategy, and execution of initiatives to ensure alignment with the business needs of Lower Similkameen Community Services Society. Provides direction and leadership to staff. As a member of the Finance and Leadership team, the Manager of Operations develops goals, objectives, implements and manages annual performance planning, reviews process, strategies and approaches as they relate to the provision of services across the organization. Manages social housing, including support and supervision to Housing Coordinators. Knowledge of the Societies Act, Canadian Charity law, Employment Standards Act, Residential Tenancy Act, Community Care Act & Assisted Living Act, and other relevant legislation & policies.

### Key Duties and Responsibilities

#### 1. People & Culture Management

- a. Manages the team including hiring, recruiting, evaluating suitability and performance, coaching, discipline or dismissal of staff as required. Supports staff in developing and achieving their annual performance goals and objectives. Identifies staff development needs. Ensures communication between staff, volunteers, and ensures ongoing employee wellness, recognition, and appreciation.
- b. Develops and reviews job descriptions
- c. Ensures staff is informed and knowledgeable about operational policies and procedures and their implications and relevance to society operations.
- d. Develops record management procedures & supporting/guiding Program Coordinators: e.g. security of sensitive/confidential information, FOI, PIPA.
- e. Ensure new employees are oriented to programs, policies and procedures including their terms and conditions of employment.
- f. Maintains personnel records, and tracks benefit plan eligibility and step pay grade increases
- g. Completes and processes forms such as benefit plan application forms, benefit status changes, ensures accuracy of benefit plan invoices, and completes benefit remittance forms.

#### 2. Contract Administration

- a. Responsible for ensuring contractual obligations and commitments of the Society are met. (Quality assurance, privacy, security, risk management, outcomes and deliverables, contract reporting are part of this). Liaises and develops effective relationships with funding sources, regulatory bodies and program partners.
- b. Orients employees to specifics of contract objectives
- c. Researches, develops and submits funding proposals and applications for funding from government and other sources.

#### 3. Program/Service Development and Accountability

- a. Participates in providing overall leadership for all programs.
- b. Designs and develops programs and services that meet contract expectations and guidelines and/or that address one or more of the agency's planned initiatives in collaboration with program or project staff.

- c. Ensures provision of regular statistical program reporting.
  - d. Participates in annual evaluation of all programs and services.
  - e. Collaborates with other service organizations to ensure best practices, information sharing and capacity building occurs.
  - f. Assists the Executive Director with creating and maintaining administrative support systems as needed by the Society.
  - g. Participates in ensuring that all professional, licensing or other accreditation requirements are in place to satisfy legal, regulatory and other requirements.
  - h. Ensures society's equipment and facilities are managed effectively and efficiently to ensure client, employee, and volunteer safety and comfort.
4. Property Management
- a. In conjunction with Manager of Finance, seek occupants for commercial rental space, create and manage rental leases including receiving rent payments, tracking and renewing leases, and managing tenant conflict. Act as contact point for commercial occupants.
  - b. In conjunction with Manager of Finance, ensure adequate maintenance and general tidiness of administrative office and commercial rental space, including managing housekeeping contracts, and following up on housekeeping and maintenance concerns. Monitor snow removal and landscaping activities at both properties.
  - c. In conjunction with Manager of Finance, ensure provision of adequate hygiene supplies at administrative office and commercial rental space including identifying needs and purchasing of bathroom and janitorial supplies as required.
  - d. In conjunction with Manager of Finance, support tenant rental housing by providing a leadership role to Housing Coordinators for tenant relations, managing of disputes, tenant suitability determinations, determining financial sustainability of properties through rental revenues, and managing a schedule of accounts and fees, ensuring updates as required.
5. Financial Management
- a. Supports the Executive Director in the effective delivery of all financial and accounting functions and controls including payroll, financial reporting, remittances to various government and funding agencies, preparation of annual financial statements and working papers, audit and compliance processes.
  - b. Manages and prepares financial plans and annual operating budgets for board approval. Assists with managing the efficient and effective use of the agency's resources.
  - c. Processes financial information such as payroll, accounts receivable, invoices, and accounts payable by performing duties such as entering and updating records using a computerized system, calculating client billing totals, matching invoices to purchase orders, preparing invoices and receipts, verifying information such as quantities and prices, and preparing payments.
  - d. Verifies information related to payroll, including checking employee timesheet calculations. Identify and resolve timesheet related discrepancies. Code timesheet hours to appropriate classifications (funds). Refer complex issues to Executive Director.
  - e. May perform routine cash management duties such as receiving, recording, issuing receipts for payments, balancing cash transactions, preparing and making bank deposits, reconciling bank statements, and maintaining and balancing petty cash accounts.
  - f. Responsible for monitoring monthly receivables and collections.
6. Board Support and Society Administration & Governance
- a. Participates in developing and implementing administrative and strategic plans in collaboration with the board and employees.

- b. Recommends and develops policies with Policy and Personnel Committees plus implement policies and procedures with/to staff.
- c. Attends regular board meetings to communicate with the board of directors to ensure that the board has adequate information on agency activities to carry out appropriate decision making.
- d. Facilitates and participates in meetings of the board's standing committees as requested.
- e. Participates in other administrative priorities as designated by the Executive Director and/or the board.
- f. Participates in Society administration including coordinating annual general meetings, special meetings, Society filings and record keeping, strategic planning and supporting the Nominating Committee and Director orientation.

7. Communication and Community Relations

- a. In collaboration with the Executive Director and the board, communicates LSCSS needs and values to the community.
- b. In collaboration the Executive Director and the board, represents the society, community and fundraising events, as time allows.
- c. Participates on relevant community and/or regional committees or initiatives, as time allows.
- d. In collaboration with the Executive Director and the board, conducts media relations activities such as providing interviews, approving news releases and newsletters and assisting to proactively communicate through the media.
- e. Delegates and oversees the writing and design of agency promotional and informational materials as needed.

8. General & Office Administration

- a. Manages Society records, with respect to retention policies, managing onsite and offsite document storage, and organizing commercial shredding of documents as required.
- b. Supports Manager of Finance to place purchase orders with external suppliers, receive supplies, check invoices against orders and goods received, store and distribute supplies, and contact suppliers to obtain and/or provide general information.
- c. Supports Manager of Finance to arrange meetings as directed, manage and book meeting rooms and common spaces, and type and circulate notices and agendas. Transcribes and distributes notes and minutes of meetings.
- d. Supports Manager of Finance to manage a key schedule and take primary responsibility for access control to the administrative offices and commercial rental space, including issuing/receiving keys and FOBs, and maintaining an accurate key schedule.
- e. Supports Manager of Finance in managing Society Information Technology, including computers, phones, server, providing advice to staff on OneDrive and file management, managing common area Smart televisions, initiating inventories, and working with Consultants to remedy complex maintenance issues.
- f. Supports Manager of Finance in maintaining general office administration such as keeping an up to date Communicable Diseases Plan, creating and communicating expectations of use for common areas such as lunchroom sanitization, maintaining responsibility for incoming and outgoing mail.
- g. Perform other related duties as assigned.

## **Qualifications and Experience**

### Education, Training & Experience

Bachelor's degree in business administration with focus in Accounting or Human Resources

3+ years of broad financial, administrative and management experience, personnel policies, employee benefit plans (non-profit management or leadership experience preferred)

Proficiency with Microsoft Office Suite, Microsoft 365 and QuickBooks

Familiarity with fund or cost accounting

Knowledge/experience with fiduciary obligations of and risk management in not-for-profits

Knowledge/experience in managing office IT and security

### Skills & Abilities

- Ability to think conceptually, analyze and solve complex issues, exercise sound judgment, and to make effective decisions and recommendations.
- Skilled at setting priorities, developing work schedules, monitoring progress, and tracking details, data, information, and activities.
- Familiar with society's personnel policies, Employment Standards Act, terms and conditions of the collective agreement; and other relevant legislation. May consult with HEABC; participate in union negotiations.
- Effective negotiation, conflict resolution, problem solving and consensus building skills.
- Ability to work independently and in cooperation with others, ability to collaborate in a team environment
- Effective written and oral communication skills.
- Effective leadership, supervisory, presentation and interpersonal skills.
- Ability to establish and maintain rapport with staff, colleagues, and clients
- Physical ability to carry out the duties of the position
- Knowledge of general office procedures

### Personal Attributes:

- Well organized and detail oriented.
- Critical and strategic, assessing options and actions in the best interest of the Society.
- Collaborative.
- Respect for a diversity of views and opinions.
- Adaptable, flexible, and tolerant of a changing work environment and conditions.
- Committed to the incorporating Truth and Reconciliation into personal practice.

### Working Conditions:

- Office environment.
- Standard 35 hours per week with the expectation of some evening and weekend work.
- Vehicle and valid driver's license required.

Note: This job description is not intended to be understood as a final list of all duties, responsibilities and skills required. Duties and responsibilities may vary or change depending upon agency needs and/or board directives.

*Approved: June 2023*