



Ki-Low-Na Friendship Society

Job Posting: Operational Manager
Hours: Full-time (35 hours per week)
Wage: Negotiable – Depending on Experience
Posted: April 4, 2022
Closing: Open until filled

Summary:

The Operational manager, subject to the general direction of the Executive Director, is responsible for managing all day-to-day operational and administrative functions including: implementing and evaluating new business processes and procedures; establishing and coordinating priorities for work teams to ensure efficiency and the meeting of deadlines, while adhering to approved procedures; the management of professional and administrative staff, including all human resources matters; and for the development and application of organizational policy.

Responsibilities:

1. Manages Operations:

- Organizing and delegating work responsibility to maintain operational standards and efficiency.
- Developing and implementing new administrative operations processes, procedures, and work methods.
- Scheduling, directing, and advising the activities of the Administration department.
- Administration of the employee group benefit plans.
- Designing, developing, implement, and revising programs, systems, processes, and standards to meet operational goals and objectives.
- Enabling teamwork and collaboration through information sharing meetings with all departments.
- Monitoring incidents, and ensuring that proper documentation is sent to proper files.
- Making recommendations and determinations regarding current and future operational policies, procedures, plans, standards processes, and practices.
- Participating and making recommendations regarding development, evaluation, and revisions to goals, objectives, and procedures of the organization.

2. Manages Staff:

- Provide leadership, direction, instruction, guidance, and supervision to ensure that operational goals, objectives, and policies are maintained.
- Ensuring understanding of team functions, roles, and responsibilities throughout the organization through effective communication.
- Monitor staff reports and ensure that documentation is accurate and complete as per legislation and policy.

- Providing direction and guidance for decision-making related to internal and external issues.
- Assisting staff with solving problems, and with resolving disputes.
- Managing all aspects of the hiring process, including: recruitment, selection, and training.
- Recommending discipline, and remediate staff when performance falls below standard levels; issues written warnings, and escalates others above that level to the appropriate authority.
- Mentoring and motivating staff.
- Tracking employment-related data (vacation, personal, and sick days) for all staff.
- Ensuring that payroll is submitted on time; liaising with the payroll service to correct any errors.
- Ensuring consistent application of the performance evaluation program, and supporting performance improvement initiatives.
- Ensuring that internally and externally mandated programs are followed, including the absenteeism process, WorkSafe, and Occupational Health and Safety.
- Maintaining a positive and cooperative work environment by implementing programs that boost morale and encourage effective teamwork.
- Identifying training needs and training delivery options.

3. Manages Finances:

- Assisting with the creation of the operational budget; working within accounting processes and other related financial matters.
- Developing long-term strategic business plans.
- Approving purchases of supplies and equipment.

4. Manages Information Technology Systems:

- Maintaining the availability of systems and network by supporting users, applications, monitoring equipment and usage, and troubleshooting issues as they arise.
- Maintaining processes for the backup of data on services and on employee workstations and laptop computers.
- Leading the implementation, administration, and maintenance of the practice-management system.
- Providing training for staff on new and existing applications, and access to documentation to support the use of new and existing applications.
- Maintaining confidentiality and security of data related to clients, employees, the Society, other organizations, and proprietary information.
- Ensuring that the Society's information technology systems are both cost-effective, and efficient for the work being performed.

5. Manages Physical Resources:

- Managing contracts with external service providers related to the phone system, IT systems, office equipment, and building maintenance.

- Managing the availability of physical resources such as: equipment, materials, office space, and other services, such that the activities of the Society can be carried out efficiently and effectively.
- Identifying the need for other resources, creating a business case, and planning for their efficient and safe use.

6. Miscellaneous:

- Monitoring organizational performance, and developing programs and plans to support improved performance wherever possible.
- Maintaining the Society's Privacy Policy, and acting as the Society's Privacy Officer.
- Performing other work, as required, to support the Society in the work that it performs, or to facilitate growth.

Qualifications:

- Business degree or related education.
- Minimum of five years related experience in the non-profit sector; preference will be given to those with experience working within Indigenous organizations.
- Knowledge and understanding of Indigenous cultures, history, and the systemic barriers facing Indigenous peoples.
- Must possess leadership, human resources, and management skills.
- Excellent financial management skills.
- Strong knowledge of information technology systems.
- Excellent communication skills (oral and written).
- Strong computer skills, and thorough knowledge of MS Office and 365 suites; and strong familiarity with the internet and social media.

Requirements:

- Class 5 (minimum) driver's license, and access to a reliable vehicle.
- Must be willing to submit to a criminal record background check.

Working Conditions:

This position works primarily in an office environment. Some travel will be required.

Send Résumé (cover letter required) to:

Mail: Ki-Low-Na Friendship Society
Att'n: Operational Manager Position
442 Leon Ave
Kelowna, BC V1Y 6J3

Email: employmentsupport@kfs.bc.ca (please indicate "Operational Manager" in the subject line)

Fax: (250) 861-5514

We thank all applicants for their interest; however, only individuals selected for interviews will be contacted.

