JOB DESCRIPTION

| **TITLE** | OPERATIONS MANAGER | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Operations Manager orchestrates the daily operations of [Organization Name], ensuring the alignment of various departments with our non-profit objectives. This role involves strategic policy development, effective resource management (including volunteers and funds), and close collaboration with the executive team to enhance community impact.

The successful Operations Manager is a leader with strong strategic planning and risk analysis skills.

**Duties and Responsibilities**

Overall Responsibilities:

* Efficiently allocate resources, including volunteer time, financial budgets, and material assets, to maximize the impact of [Organization Name]'s programs and community outreach initiatives.
* Oversee the development and structuring of key departments and senior staff positions, ensuring alignment with [Organization Name]'s mission of enhancing community engagement.
* Coordinate efforts across regional, divisional, and departmental lines, ensuring all activities harmonize with [Organization Name]'s overarching goals and mission.
* Establish and maintain rigorous administrative and financial controls, ensuring transparency and accountability while creating effective marketing strategies and comprehensive human resource planning tailored to the non-profit sector.
* Set organizational goals and develop or approve programs and policies that reflect [Organization Name]'s commitment to welfare and community impact.
* Negotiate on behalf of [Organization Name] or appoint representatives to engage in official capacities, focusing on building partnerships and collaborations that support the association's mission and values.
* Participate in the recruitment, selection, and training of staff, prioritizing candidates committed to the non-profit mission.
* Promote engagement in the association while fostering an ideal working environment for mission-driven success.
* Provide coaching and training to the Board of Directors and staff members.
* Support President and Vice-President to develop and implement Strategic and Operational Planning.
* Maintain relations with third parties to ensure continuity of projects and process.
* Ensure document control (procedures, forms, policies, etc.).
* Perform other related duties as required, adapting to the evolving needs of [Organization Name] and the dynamic non-profit sector.

**Qualifications**

* X years’ experience in non-profit or educational sector management, demonstrating a passion for [Insert sector]
* Degree in business administration, finance, non-profit management, educational administration, or a related field, emphasizing skills relevant to the non-profit sector and [Insert sector]-focused organizations.
* A Master’s degree is an asset; a bachelor’s degree or post-secondary certificate completion will be considered as well.
* Technical proficiency in using office applications (e.g., MS Office and Google Suite) and technology tools pertinent to non-profit management, such as project management software, financial management software, and database management.
* Previous experience as a manager or team leader is preferred.
* Previous experience in a non-profit or educational organization is preferred.

**Core Competencies**

* Superb risk analysis, problem-solving, and strategic planning skills.
* Excellent budget and staff management skills, including experience with volunteer coordination.
* Strong decision-making abilities, particularly in resource-limited environments.
* Effective written and verbal communication skills for diverse stakeholder engagement.
* Adaptability and flexibility in dynamic and changing non-profit settings.
* Proficiency in stakeholder engagement and relationship management.
* Understanding of fundraising dynamics and resource development strategies.
* Capability in data analysis and processing for informed decision-making and performance evaluation.

**Working Conditions**

* Work a standard schedule [INSERT SCHEDULE e.g. 8 AM to 5 PM, Mondays to Fridays].
* Requires extended periods of sitting and working on a computer monitor.
* May require overtime or working additional hours.
* May require travel.