

OPERATIONS MANAGER

Title: Operations Manager

Job Reports to: Executive Director

Category: Permanent, full-time

Benefits: 50% employer paid extended health benefits

Remuneration: \$83,000 - \$87,000 per-year

International Travel: Opportunities to visit DWC international project sites on volunteer trips

Paid Time Off: 3 weeks' vacation and statutory holidays

Location: This position is based in DWC's office in Kamloops, BC. It is not a remote role.

Developing World Connections is an international development charity. Its mandate is to address issues of poverty and social justice throughout Africa, Asia and Latin America. This work is carried out by sending volunteer teams and implementing long-term, donor-funded projects directly with its in-country partners.

Developing World Connections is committed to a positive and collaborative work environment where all employees are appreciated for who they are and what they contribute. Here's a peek at the great things you'll be doing.

Position Summary:

The Operations Manager plays a strategic role in the leadership and running of the organization through supervising employees, creating and overseeing systems and policies and supporting our international volunteering program.

Your daily activities will encompass a wide array of responsibilities, from office logistics to facilitating HR functions. You'll be at the heart of our organization, helping to ensure that everything runs efficiently and effectively.

The Operations Manager will report to the CEO and collaborate closely with managers and departments across the organization. We are looking for an individual with a breadth of knowledge gained over a career that would relish the opportunity to make a lasting impact in a small and thriving charity.

Operations Manager - Duties and Responsibilities:

- Develop and implement systems for setting employee performance targets and performance reviews,
- Support marketing and trip coordination efforts. Provide leadership as required,
- Help drive growth of our volunteer program through budgeting, coordination and volunteer recruitment efforts,
- Support staff recruitment as well as developing and implementing systems for employee onboarding,
- Assist with team building, strategic planning and engagement activities,
- Develop and lead policy and procedures within the organization,
- Run and/or help to organize meetings (weekly staff meetings, crisis management meetings, board meetings, etc.),
- Manage employee benefits, leave requests, employment contracts and time tracking,
- Help to ensure continuity between staff transitions by ensuring manuals and cross training plans are in place,
- Oversee general office duties such as inventory, supplies and maintenance,
- Stay updated on relevant regulations and industry best practices.
- Maintain policies and procedures and a system of internal controls.

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Qualifications:

- Bachelor's Degree or higher in related field,
- 7+ years in an Operations Manager position, and significant people management experience,
- Strong experience working in or collaborating with marketing and sales departments,
- Experience working in a sales or growth-orientated organization,
- In-depth knowledge of HR processes and relevant regulations,
- Excellent interpersonal and organizational skills with an ability to prioritize,
- Deadline-oriented with a strong attention to detail,
- Must be able to design and implement policies and procedures to achieve the strategic goals of the organization,
- Comfortable with technology,
- Excellent written and verbal communication.

The Perks:

- Competitive salary depending on experience,
- International travel opportunities after first year,
- Flexibility,
- Extended health & dental,
- Paid parking, paid lunch breaks (office is located in downtown Kamloops)
- 3-weeks holiday and additional days off throughout the year, such as birthdays.

Qualified applicants, please send your resume and cover letter to joshua@developingworldconnections.org. Reference **Operations Manager** in your subject line, and include three professional references.

Applications to be directed to:

 joshua@developingworldconnections.org

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 developingworldconnections.org/programs

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