

POSTING –MANAGER OF OPERATIONS (Full-time)

Our busy, multi-faceted, client-focused organization has grown exponentially over the past few years and we are in the process of building, implementing and consolidating the infrastructural base required to meet the needs of a larger, more complex organization with more than 50 employees – most currently working virtually but possibly re-opening to the public in early fall.

Delta Family has created a new management position for an innovative, capable, experienced, reliable and organized Manager of Operations to facilitate this transition. The Manager of Operations will be part of the leadership team and is responsible for ensuring the smooth day-to-day operation of the office with a focus on efficiency, service, clients and staff. The Manager will supervise a 3-5 person administrative team. S/he will assess the organizational needs and make recommendations for improving the operational systems, processes and policies in support of the organization's mission. More specifically, the position involves coordinating and developing intra-office communication protocols, streamlining administrative procedures, inventory control, coordinating recruitment and staffing functions, as well as management of administrative team and task delegation – at a time when the organization is transitioning from virtual to hybrid operations. We're looking for a proactive energetic, independent, professional who doesn't mind wearing multiple hats and multi-tasking – who has an understanding of equity issues and some awareness of the realities of working in the non-profit sector.

Major Duties and Responsibilities:

- Oversees the operation of an efficient administrative function, supporting the Executive Director and facilitating the work of other managers and staff
- Manages the administrative team
- Schedules and monitors timelines for reports, meetings and various administrative matters and facilitates the preparation of weekly, monthly and annual schedules
- Liaises with the bookkeeper and other managers to coordinate preparation of relevant documents such as check requisitions, time sheets etc.
- Supports the Executive Director in preparation for and documentation of board meetings
- Supports human resources functions – postings, scheduling interviews, reference checks, orientation etc.
- Coordinates use of meeting rooms and reserves spaces for meetings
- Supports the organization of annual General Meetings, retreats and other such functions
- Oversight of internet, phone and other office systems, liaising with relevant vendors
- Prepares relevant letters and reports, and assists in the preparation of funding applications
- Ability to research information and resources required to support funding applications, identification of vendors and key suppliers
- Completion of administrative portion of applications (mostly online) and access online portals of key partners and stakeholders
- Preparation of presentations as required to promote Delta Family or support funding applications and networking with various stakeholders
- Ability to network comfortably with diverse stakeholders

- Ensures that clients and visitors to the office are welcomed and assisted as needed
- Coordinates reception coverage and ensures that calls and messages are routed to appropriate persons, taking and delivering phone messages when required
- Ensures the clerical tasks are performed as needed: outgoing mail, sorting and distribution of incoming mail and packages, filing and inventory control
- Suggests changes to office task workflow in order to improve efficiency
- Monitors administrative expenses to achieve cost efficiencies and maintains an organized, proactive and supportive environment
- Manages inventory by frequently checking office supply stock and reorders supplies when needed, tracks orders and maintains vendor relationships
- Trains and assigns tasks to new office staff and volunteers
- Other duties as assigned

Education and Experience

- Degree, College diploma or equivalent experience – post graduate degree an asset
- At least 3 years of administrative experience in a busy office
- At least two years of demonstrated supervisory experience
- Ability to work with diverse clientele from an anti-oppressive/anti-racism framework
- Awareness of the issues impacting marginalized, racialized, low-income communities
- Strong computer skills and knowledge of common software packages –Windows, MS Office
- Knowledge of basic accounting, data and administrative management practices and procedures
- Knowledge of clerical practices/procedures and business principles
- Familiarity with human resources management practices and procedures
- Knowledge of the community sector an asset
- Strong communication skills
- Must be able to take initiative and be proactive
- Excellent problem analysis, assessment and decision-making skills
- Good planning and organizing and time management
- Ability to delegate and problem solve
- Ability to research and source resources and contacts, and good monitoring skills
- Commitment to teamwork and collaboration

MANAGER OF OPERATIONS

Salary-\$ 50,000 -60,000

Application closing date: September 13th 2021 /until filled

Anticipated start date: Immediate

Forward cover letter and resume by the closing date to:

[hiring@dfrc.ca](mailto: hiring@dfrc.ca) Subject line: Manager of Operations

2291 Kipling Ave, Unit 123, Toronto, M9W 4L6

Please note that internal candidates will be considered before external candidates are processed

We thank all applicants for their interest. Regretfully, only short-listed candidates will be contacted.

Delta Family is an Equal Opportunity Employer. In accordance with the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, Delta Family will make every effort to accommodate the needs of candidates through the hiring process. Please inform us if you require any accommodations during the hiring process.