

JOB DESCRIPTION

Job Title	Manager, Operations
Organization	Gibsons Community Building Society (GCBS)
Reports to	Executive Director
Term	Regular Full-Time; 37.5 hrs/week
Wage	Management Level II
Job Summary	Primary staff person responsible for leading an internal team to support the following areas: bookkeeping, facility, administration, leasing, human resources, and IT.

BACKGROUND

Gibsons Community Building Society is a not-for-profit organization and proud operator of Gibsons Public Market and the Nicholas Sonntag Marine Education Centre.

MISSION: To build a thriving community through the successful integration of vibrant community programs and public gathering spaces, an inspiring marine education centre, and a bustling local market, to showcase Coastal life and support community economic development.

VISION: Creating a vibrant hub of Coastal life.

VALUES: Community-centred, Inclusive, Accountable, Respectful, Collaborative, Resourceful

STRATEGIC PRIORITIES: Social Enterprise Revenue, Community Impact, Fundraising, Stewardship and Governance

Gibsons Public Market creates high quality social connections through inviting spaces and innovative programming, helping to overcome isolation and build a stronger more caring community. Our bustling market is home to six local food merchants and an award-winning bistro, and hosts a wide range of opportunities for local entrepreneurs including a commissary kitchen, seasonal markets, art shows and musical performances.

The Nicholas Sonntag Marine Education Centre’s “collect-hold-release” aquarium and programming introduces learners of all ages to the mystery, wonder and magic of the undersea world at our door step, fostering a community that deeply cares for the health of our ocean. As a registered charity, the Centre’s mission is to sustain healthy coastal life by connecting people to the ocean and inspiring positive behaviour change. We do this through engaging educational programs, a world-class collect-and-release aquarium, and community-centred stewardship initiatives. Our vision is an educated community that actively cares for the health of our ocean.

JOB PURPOSE AND SUMMARY

The Manager of Operations is a strategic thought-partner reporting to the Executive Director (ED). The successful candidate is a hands-on and participative manager developing and leading an internal team to support the following areas: bookkeeping, facility, administration, leasing, human resources, and IT.

The Manager of Operations plays a critical role as a member of the senior leadership team in strategic decision making and operations as GCBS continues to enhance its quality programming and build capacity.

DUTIES AND RESPONSIBILITIES

1. Financial Management:

- Manage transactions involving cash, cheques, e-transfers with banks, Town of Gibsons
- Manage Accounts Payable and Accounts Receivable
- Ensure accurate recording of data into QuickBooks online, spreadsheets, databases
- Ensure bi-weekly payroll processing
- Ensure reconciliation of expense statements, credit cards, petty cash, square receipts
- Manage contract billing and collection; ensure that the contract billing and collection schedule is adhered to
- Manage donor CRM data entry, receipting, reporting, recognition and appreciation
- Supervise staff with finance related responsibilities

2. Facility Management:

- Support the ED with leasing related matters including tenant recruitment, documentation of new, renewal and terminated leases; tracking monthly payments and fulfilling lease obligations
- Source and oversee contracts with service providers for functions such as cleaning, parking, disposal, security, and technology
- Identify measures to improve the efficiency and cost-effectiveness of the facility
- Supervise staff with facilities related responsibilities
- Ensure that facility is well-maintained and conduct proactive maintenance
- Deal with emergencies as they arise, ensure on-call coverage is in place and participate in the on-call rotation
- Manage operating budget
- Ensure that facility meets compliance standards and government regulations
- Forecast the facility's upcoming needs and requirements
- Oversee any renovations, refurbishments, and building projects
- Draft maintenance and incident reports

3. Human Resources, Technology and Administration:

- Ensure that recruiting and onboarding processes are consistent and streamlined
- Establish and manage an employee training program for systems, policies, and procedures
- Work with ED to further develop/enhance human resources, administration, professional development, compensation and benefits, performance evaluation, training and recruiting.

- Work closely and transparently with all external partners
- Oversee administrative and IT functions to ensure efficient and consistent operations

QUALIFICATIONS

- Bachelor's degree
- 4-6 years professional experience, ideally with operations management experience
- A successful track record in setting priorities; keen analytic, organization and problem-solving skills which support and enable sound decision making
- Ability to translate financial concepts to – and to effectively collaborate with -- programmatic and fundraising colleagues who do not necessarily have finance backgrounds
- Ability to produce reports with attention to detail and accuracy
- Excellent communication, relationship building and conflict management skills, with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders
- Proficient in the use of standard office applications, accounting and reporting software, and customer relationship management (CRM) software
- Tech savvy with experience selecting and overseeing software installations and managing relationships with software vendors
- A multi-tasker with the ability to wear many hats in a fast-paced environment
- Personal qualities of integrity, credibility, and dedication to the mission of GCBS and to upholding the organization's values of being community-centered, inclusive, accountable, respectful, collaborative and resourceful
- A track record in grants management, a definite asset
- Experience overseeing a human resources function, a definite asset
- Experience with leasing administration, a definite asset

MANAGES THE FOLLOWING EMPLOYEES/CONTRACTORS

The following employees/contractors report directly to the Manager, Operations:

- Operations Coordinator – Administration - Fulltime
- Administrative Assistants – Parttime
- Facility Contractors