

### Internal/External Job Posting

**Job Title:** Operations Manager

**Location:** Cranbrook, BC

**Reports to:** Executive Director

**Wage:** \$44.03/hr (\$80,134.60 annually) plus benefits

**Hours:** 35hours/week Monday through Friday

**Closing Date:** Open until filled

**JOB SUMMARY:** The Operations Manager is a high-level administrative position that works closely with the Executive Director and Senior Leadership Team in executing the organizations operational goals and strategic plans. This position requires strong leadership, project management, coaching, organizational and analytical skills to aid in the development and delivery of special projects while managing the organization's administration office and Volunteer Kootenays Program. The Operations Manager plays a central role to ensure everything is running smoothly and program objectives are met. Involved in every aspect of the organization, they also provide supervision to the Volunteer Kootenays Manager, the Data Clerk and the Information Technology staff, manages the Association's website, and reports to the Executive Director.

#### Qualifications:

- Business Administration Diploma or college certification in relevant disciplines to Association requirements (skill set relative to operational / administrative management; planning / organizing; human resources; analytical and communications; and social services knowledge)
- Five plus years working in an administrative capacity or program management experience; or combination of experience and education
- Keen attention to detail with the ability to track and manage multiple projects simultaneously
- Excellent oral, written, and interpersonal communications skills
- Well-developed planning, organizing, analytical and administrative skills
- Demonstrated ability to maintain confidential/sensitive information
- Ability to work independently with demonstrated teamwork, leadership and supervisory skills
- Proactive and solution focused
- Access to a reliable insured vehicle and valid BC Driver's License

#### Roles and Responsibilities:

- Work with the Executive Director and Program Directors ensuring the day-to-day operations are running smoothly and assist in the development and implementation of the organizations strategic plans and goals
- Provide leadership and vision in the establishment, maintenance and monitoring of policy and procedures for all operations of responsibility. This includes annually, or as required, reviewing and updating the Association manuals at least annually including the employee manual, All Programs Manual, OHSC and Emergency Preparedness Manual, Risk Management Manual, Board Manual, and Association brochures.
- Prepare agendas, meeting materials and minutes and provide follow-up on action items related to the minutes
- Assists the Executive Director to ensure compliance of CARF administrative standards within the organization, develop and maintain appropriate documentation and filing systems congruent with BC laws, funders and CARF standards
- Participate in projects, fund raising initiatives, special events and office administration acts



Association canadienne  
pour la santé mentale  
Kootenays  
*La santé mentale pour tous*



- Supervise and conduct performance reviews of assigned staff and manage the organizations website
- Manages Volunteer Kootenays Services, which includes applying for grants, monitoring budgets, adhering to contract deliverables, completing contract reporting and support program personnel.
- Assist with grant and proposal writing, analyze and report program performance and provide results, updates and recommendations for improvement and new initiatives.
- Perform other related duties as required

Applicants to submit cover letter and resume to: [reception@cmhakootenays.org](mailto:reception@cmhakootenays.org) Subject: Operations Manager  
CMHA Kootenays thanks all applicants; however, only those selected for interviews will be contacted.