

# CITYSTUDIO

JOB DESCRIPTION	
<b>OPERATIONS MANAGER</b>	
<b>Current as of</b>	May 2021
<b>Reports to</b>	Executive Director
<b>Supervises</b>	Administrative Assistant
<b>Salary</b>	As per offer of employment letter
NATURE OF THE POSITION	
<p>CityStudio's Operations Manager is responsible for the operational, human resources, staff supervision, funding, facilities, rentals, and risk management of the CityStudio Vancouver Society, which includes the Vancouver program and CityStudio Global.</p> <p>The decisions, coordination and activities of the Operations Manager ensure that the operations of the Society are carried out in a professional, appropriate, effective and cost-effective way to meet our needs and comply with our obligations with government, staff, board, partners, funders, and other stakeholders.</p>	
RESPONSIBILITIES	
<p><b>Operations and Administration</b></p> <ul style="list-style-type: none"><li>● Draft and monitor all agreements and commitments of CityStudio Society including employment, subscriptions, contribution, partnership, funding, service, and studio rentals.</li><li>● Manage physical and digital security of records, calendar, passwords, and management systems.</li><li>● Ensure that all confidential information from personnel, clients, donors and volunteers files is securely stored and privacy is maintained according to our policies and legal requirements.</li><li>● Identify the need for and coordinate the development of new policies, processes, and practices, as needed.</li><li>● Supervise, train and mentor the Administrative Assistant.</li><li>● Manage IT, software needs and updates, maintaining subscriptions and accounts up to date.</li><li>● Actively identify areas for process improvement.</li></ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"><li>● Coordinate recruitment, interviewing and onboarding of new staff in coordination with pertinent staff.</li><li>● Coordinate employee performance management according to probation and anniversary calendars.</li><li>● Update and implement HR policies, employee handbook, operations manual and other operational policies as needed including equity and inclusion, hiring practices, performance management,</li></ul>	

vacation, personal days, calendar of activities, benefits, safety etc, that meet regulatory requirements.

- Design and coordinate CityStudio's organizational culture as it relates to HR.
- Coordinate and continuously improve employee benefits.
- Assist and/or lead the coordination of our weekly, monthly and quarterly staff meetings.

#### **Grant Administration**

- Monitor external grants and funding, including timelines, deadlines, and reporting requirements, in coordination with the Executive Director and appropriate staff.

#### **Charity and Board**

- Support the board of directors operations and communications with meeting notices, minutes, up-to-date record keeping, applications and contracts.
- Attend board meetings as designated secretary.
- Ensure the requirements to keep the Society's charitable standing in proper order with Canada Revenue, BC Societies, City of Vancouver, WCB and other agencies throughout the year.
- Stay up-to-date on the legislation and regulations related to the provision of CityStudio's mission and services.

#### **Office & Facilities**

- Liaise our lease agreement with the City of Vancouver.
- Coordinate insurance and risk management needs for CityStudio.
- Act as liaison with City of Vancouver and 311 Contact Centre for:
  - Facilities general repair and maintenance
  - Cleaning, recycling and waste management
  - Security, access cards,
  - Vehicle and and bike parking
  - Troubleshooting electrical, plumbing, internet, phone, heat, A/C
  - Emergency preparedness
- Oversee studio rentals, including contracts and invoicing.
- Manage studio inventory, hardware, supplies, and equipment.

Other duties as assigned.

### **QUALIFICATIONS & EXPERIENCE**

#### **The Operations Manager has:**

- University degree in business administration or any other relevant field; graduate degree preferred
- 5 years progressive experience in non-profit/charitable organization management of:
  - operational procedures and policies;
  - contract management;
  - HR management;
  - board management and support;
  - office and facilities management;

- Federal and provincial legislation applicable to non-profit and charitable organizations; including employment standards, human rights, occupational health and safety, and taxation; and
- Staff supervision.
- High competence in the best practices in non-profit or charitable organization management.
- Self-set highest standard in due process, time management, attention to detail, organization and communication.
- High integrity and ethical behaviour.
- Excellent oral and written communication skills.
- Knowledge of Google apps, MS Office, password and document management software.
- Authentic professional curiosity for city building, higher education, and collaboration.

**The Operations Manager is:**

- A shifting focus of process, outcomes and details.
- Responsible and trustworthy.
- Able to research and make confident recommendations, while taking direction.
- Able to take initiative and work independently.
- Adaptable, energetic and willing to jump in to get things done as needed.
- Problem-solver by nature.
- Able to identify and create opportunities and build trust relationships for collaboration.
- Keen to work in a dynamic and creative team environment.
- Seeker and supporter of new ideas.
- Open to growth through self-awareness and self-reflection.
- A proven warm and open relationship builder.
- Equal parts curious, collaborative and confident.
- On their own professional and personal leadership path.

**SUPERVISION & COMMUNICATION**

- The Operations Manager reports to the Executive Director.
- The Operations Manager supervises the Administrative Assistant.
- The Operations Manager collaborates with other team members to prioritize and support their operations needs.
- The Operations Manager is expected to participate fully in team meetings and events and follow all CityStudio staff protocols, including emergency procedures and financial policies.

**WORKING CONDITIONS**

**The Operations Manager will:**

- Typically work in an office environment and/or from home, however the mission of the organization will sometimes take them to non standard workplaces.
- Work regular office hours, 37.5 hours per week, as well as occasional evening, weekend, and overtime hours to accommodate work activities as well as events, presentations or representing the organization at public events.