

Operations Manager

The Operations Manager works closely with the leadership team - the Executive Director (ED) and the Program Division Manager - working to set direction for organizational operations, efficiency and success. This individual is responsible for ensuring that Sustainable Waterloo Region's internal operations run smoothly, leaving other team members well supported and able to focus on their roles. The Operations Manager has accountability and oversight of the following functional areas: finance, human resources, fund development, IT and the office; managing a team of volunteers including individual contributors and collaborating with volunteer Functional Area Managers (FAMs).

As the Operations Manager you would:

Finance:

- Manage the day-to-day execution of accounts payable and accounts receivable processes. This includes but not limited to:
 - Providing direction to the organization's bookkeeper
 - Issuing e-transfers, cheques and EFTs
 - Requesting wires
 - Signing cheques in the absence of Executive Director
 - Act as a second approver for high value expenses
 - Working with program managers on accounts receivable follow ups
- Execute monthly payroll processes in partnership with the HR Manager and Finance team volunteers including issuing the final payroll summary for the Executive Director's approval
- Work with the external bookkeeper to ensure accuracy of quarterly HST filings
- Support FAMs with ongoing financial tracking and reporting throughout the year, this can include but not limited to:
 - Issuing monthly budget line summaries
 - Forecasting budget lines for the remaining fiscal year
- Work in partnership with the Finance Manager to produce regular financial reporting for the Executive Director and Board of Directors by performing month-end entries, reviewing SWR's records, preparing forecasts, and offering notes
- Lead and execute SWR's annual financial audit with guidance from the Finance Manager; this can include by not limited to:
 - Serve as main contact point for the third-party external auditors
 - Prepare all the required documents and answer auditor questions throughout the process
 - Ensure all appropriate sign-offs are provided (via., Executive Director, Board of Directors)
- Develop the annual organizational budget collaboratively with the Finance Manager and the Executive Director and prepare associated documentation for presentation to the board of directors
- Implement current Finance policies and best practices and address any inquiries team members may have

- Support the Executive Director and Program Division Manager with financial calculations to analyze new opportunities or changes in operations
- Collaborate with the Finance functional area manager, payroll coordinator and the external bookkeeper
- Lead meetings of the board's committee at least every quarter

Human Resources:

- Collaborate with the HR Manager to communicate organizational direction and provide support to FAMs in the following areas:
 - Recruitment of new volunteers, staff and student interns
 - Onboarding, orientation and off boarding processes
 - Monitoring team engagement and implementing strategies to improve engagement
 - Implementing existing HR policies and best practices
- Act as the benefits administrator for the group health benefits plan
- Track staff attendance as relates to vacation and personal/sick days
- Work with the HR Manager to initiate and execute performance review process for office staff team annually
- Coordinate performance management conversations relating staff performance
- Develop and execute annual recognition efforts for volunteers with the support of the HR Team
- Manage the planning and execution of SWR Team meetings every two months
- Oversee the planning and execution of SWR Team and office team socials
- Collaborate with HR functional area manager, and in the manager's absence manage the HR team volunteers

Fund Development:

- Track grant opportunities (program and staffing) and matching internal needs with these opportunities
- Write and submit grant applications by the deadline indicated
- Delegate duties to peers to ensure timelines are met, this may include colleague support through:
 - Writing a section of the application/grant
 - Producing appropriate materials for the funding body that Operation manager reviews upon the peer's completion
 - Sitting in on meetings with the funder to ensure SWR is clear on deliverables and the colleague can deliver
- Manage the attraction, recognition and retention of sponsors (ex. event sponsors, intern sponsors and in-kind sponsors)
- Ensure the recognition and reporting requirements for all funders is met
- Work with the volunteers of the fund development team

Information & Technology:

- Work with IT volunteers to:
 - Acquire, maintain and track computer systems for staff use
 - Troubleshoot and resolve team member technical issues
 - Ensure software licenses are maintained
 - Manage Google Suite and associated processes
 - Maintain Salesforce users and customizations

Office Management:

- Act as primary contact with SWR's landlord
- Ensure that all space maintenance needs are met (ex. procurement of supplies, organization, etc.)

Other:

- Participate in monthly FAM meetings
- Support board operations including contributing to the monthly board update and preparations and follow-up for the quarterly board meetings
- Other tasks as assigned

As a strong candidate for this role, you have the following skills, attributes, and experience:

- Degree or diploma in Business or relevant field of study or equivalent experience.
- Passion for environmental sustainability, community-based leadership, and Waterloo Region.
- Strong sense of initiative with a proven ability to identify and action tasks.
- Ability to switch between multiple tasks and mindsets within short periods of time.
- Helping mentality, focused on ensuring others have the resources and support that they need.
- Outstanding organizational skills with a strong attention to detail.
- Strong time management skills.
- Excellent communication skills.
- Advanced comfort level with Microsoft Excel and working with numbers.
- Familiarity with basic PC troubleshooting.
- Results-oriented and self-driven to succeed.
- Experience managing both staff and volunteers
- Experience managing an office environment or similar transferable experience
- Ability to manage and respect confidential information.
- Ability to engage teams across an organization.
- Frequent availability outside 9-5pm standard business hours for events and volunteer meetings.
- Familiarity with basic accounting principles and HR principles.
- Experience with QuickBooks, PayWorks,, G Suite, an asset.
- CHRP and/or CPA designation, an asset.
- A clear police records check, provided prior to start date.

Work Location: This role is hybrid, with in office days on Wednesday. This position will require on-site work during community events. Our office is located at evol1 in Waterloo, Ontario.

Duration: This role is for September 2024 - April 2026.

Salary: \$55,000 annually

Benefits: This role is eligible for benefits upon the successful completion of the probationary period within SWR.

How to Apply: If you are interested in this role please submit a cover letter & resume to recruitment@sustainablewr.ca

Deadline: There is no deadline for an applicant package to be submitted. However interviews will begin in late August and continue until a successful candidate is found.

Sustainable Waterloo Region is committed to creating an accessible and diverse culture where everyone belongs. We commit to actively working to empower full participation and ensure fair treatment within our organization, for those we serve, and for generations to come.

We believe diversity strengthens our organization, and we strongly encourage applications from qualified candidates of any background and lived experience. If you require accommodation, please let us know.