



JOB PROFILE

Position: Operations Manager

Employment Type: Permanent Full-Time – out of scope

Closing Date: November 26, 2021

Position Summary:

The Operations Manager is a member of the Leadership Team and has the overall responsibility for finance, human resources administration and social enterprise initiatives for Family Service Saskatoon (FSS). This position works in cooperation with the Leadership Team to ensure organizational effectiveness, change management, strategic planning and policy/protocol development and improvement. The position works in a manner consistent with the overall mission and values of the agency.

Position Reporting:

Reports to the Executive Director

Major Responsibilities:

1. **As a member of the Leadership Team, works closely with the Executive Director to develop and implement integrated strategies, supporting action plans, and budgets to meet the goals and objectives of Family Service Saskatoon.**
 - Reviews operations and determines need for new or revised administrative and financial policies or procedures. Establishes and directs the implementation of policies.
 - Establishes and oversees implementation of social enterprise initiatives including Employee Family Assistance Plan contracts
 - Oversees IT support, equipment, and processes, including databases and other software applications
2. **Manages and ensures the provision of corporate support to the Executive Director.**
 - Supports special projects identified by the Executive Director
 - Performs other duties that may be assigned
 - Oversees all banking functions and develops and maintains effective working relationships with the organization's bank
 - Provides monthly and quarterly financial reports for the Board of Directors' meetings
 - Assists the Executive Director to compile significant grant applications as needed
3. **Oversees the financial and accounting functions of the organization and ensures the integrity of financial information and reporting.**
 - Develops policies and ensures that processes are implemented that support effective accounting and financial reporting management, administration, and compliance for both internal and external stakeholders

- Coordinates the development and monitoring of the annual budget and recommends finance strategies including a capital budget to ensure the ongoing ability of the agency to meet its strategic objectives
- Negotiates, in consultation with the Executive Director, with funding agencies and ensures that funders receive the service and reports required
- Ensures that all corporate data including accounting information is accurately maintained, accessible, and current
- Coordinates, in consultation with the Executive Director, the development and implementation of consistent recruitment and performance review processes, including facilitation of payroll requirements

4. **Develops and maintains accurate financial records and effective systems to support Family Service Saskatoon's financial accountability.**

- Maintains current and accurate records of the organization's financial transactions
- Prepares monthly financial statements and relevant reports for review by the Executive Director
- Monitors budget variances and, in consultation with the Leadership Team, makes recommendations for resolutions
- Prepares general ledger account reconciliations
- Supervises or performs all activities related to financial accounting, including invoicing, refunds, purchasing, supplier payment, contract payments, payroll accruals
- Monitors income and expenditures relative to budget projections and makes recommendations to line of credit adjustments. Prepares cash flow forecasts and coordinates cash flow management in accordance with banking and financial policies and procedures
- Analyses and manages the association's tax liabilities, including GST and other provincial and federal remittances
- Administers the credit and collections policies
- Acts as liaison with external auditors
- Responsible for placing insurance coverage for the assets and operations of the organization and for making recommendations for change to the same
- Prepares and files annual reports and CRA Charities Return
- Provides direction and has knowledge of and experience in Microsoft Office and Quickbooks computer programs and must develop proficiency in *Ceridian, Dayforce, and Penelope* software/systems

5. **Develops policies and implements processes to support effective human resource management and administration in consultation with the Leadership Team.**

- Develops and maintains support systems for supervisors and Managers with regard to performance and personnel issues
- Provides training, coaching, and performance feedback to direct reports
- Responsible for ensuring that policies and processes for orientation, training, development, and review of employees are developed and implemented across the organization
- Maintains, reviews and recommends revisions to the employment policy manual and human resource manual
- Ensures confidentiality of and maintains employee personnel files, including sick leave, vacation and vacation balances and professional development plans

- Establishes a uniform policy to ensure disciplinary actions are implemented in a fair and consistent manner
- Manages employee payroll and benefits plan
- Participates in Collective Agreement negotiations as a representative for Leadership Team. Monitors adherence to Collective Agreement

Qualifications:

- Certified Professional Accountant (CPA) required
- Minimum of five years of direct experience in accounting or a related field
- Three to five years of experience in a leadership position
- Experience working in the non-profit sector is considered an asset

Final candidates are required to provide a satisfactory criminal record check including a vulnerable sector search.

Compensation: Based on education and experience with a competitive benefits package.

Key Core Competencies:

Leadership — Leads, coaches and develops others through clear communication, setting expectations for performance, providing recognition and consistently following through on commitments. Models high standards for ethics and integrity. Creates an atmosphere where employees experience opportunities to stretch, take risks, create, contribute and learn. Celebrates successes and uses disappointments as an opportunity to enhance learning and growth.

Communication and interpersonal skills - Fosters open communication and dialogue by sharing information, listening effectively, speaking honestly, and preparing written communications. Explains concepts clearly by understanding audience dynamics and providing concise, understandable messages. Is able to influence and gain support from others internal and external to the association.

Decision-making/Problem-solving — Considers the impact on members, stakeholders, programs and employees when making decisions. Makes timely and sound decisions, even under situations of uncertainty. Acts decisively and creatively when implementing solutions to ensure they are in alignment to the vision and values of the agency and to ensure that positive outcomes will be achieved.

Delivers Results - Uses outcome-based thinking and ensures that all employees understand administration and operational policies, the resources that are available to them and the outcomes that they are accountable for. Considers the changes occurring in the external and internal environments when recommending investment in people, technology and processes that will enable the agency to achieve results described in the strategic plan.

Job Specific Competencies:

Human Resources: Requires knowledge of fundamental human resources management systems and processes including administrative systems, policy development, recruitment, performance reviews, compensation, supervision, coaching and employee relations, and labour relations.

Budget and Planning: Must have knowledge of and skills in financial strategies and budget development & monitoring.

Financial and Accounting Skills: Must have significant combination of training and experience in accounting, with the ability to interpret financial policies. Must be proficient with a variety of financial and accounting computer software programs.

Attention to Detail: Must be detail-oriented, precise and reliable in scrutinizing quantitative data. The ability to rectify errors and implement safeguards against recurrences is necessary.

Analytical Skills: Must be able to analyze financial statements and other financial and quantitative data, with an understanding of how that information impacts the entire agency and how it will be used throughout the agency.

Organizational Skills: Must demonstrate strong organizational skills, with the ability to plan, set priorities, delegate work and meet timelines consistently.

Conflict Resolution: Must possess the ability to facilitate consensus and manage conflict with individuals and groups.

Computer Systems Knowledge: Must have a broad knowledge of computer hardware, software that supports administrative and financial processes, and networked systems.

Submit resume, cover letter and references to:

Mail: Martha Hollinger, Executive Assistant
Family Service Saskatoon
#102-506 25th Street East, Saskatoon, SK S7K 4A7
Email: martha.hollinger@familyservice.sk.ca

Family Service Saskatoon thanks all applicants for their interest, however only those candidates selected for interviews will be contacted.

Posting opened on November 12, 2021 and closes on November 26, 2021 at 5:00 pm

Family Service Saskatoon is an inclusive organization, welcoming individuals of all abilities. We believe in workplace diversity and we do not discriminate in our employee selection. Race, color, disability, religion, gender, national origin or sexual orientation does not play a role in our hiring decisions.