

## **DIRECTOR OF OPERATIONS**

### **CALGARY REGION IMMIGRANT EMPLOYMENT COUNCIL (CRIEC)**

AccessHR is pleased to partner with our client, Calgary Region Immigrant Employment Council (CRIEC) in the recruitment of a full-time Director of Operations.

#### **ABOUT CRIEC**

The Calgary Region Immigrant Employment Council (CRIEC) is a robust, fun, 10-person not-for-profit organization with big plans for growth. In a nutshell, we assist newcomer professionals with developing and executing strategies leading to successful employment outcomes. Our vision is a welcoming community that encourages, fosters, and enables every person to reach their potential.

#### **3 Key Pillars**

1. **Mentorship Program** - Match newcomer professionals with volunteer Mentors
2. **Mentor Engagement** - Work with organizations to recruit, train, and coach Mentors
3. **Employer Engagement** - Work with employers to increase their readiness to engage, attract, recruit, and retain newcomer professionals

#### **POSITION SUMMARY**

The Director of Operations will report to, and work very closely with, the Executive Director and will be a key member of the senior leadership team. You will provide strategic and operational leadership to **programs, finance, human resources, health and safety, risk management, legal, information technology, and partnership engagement.**

The successful candidate has a track record of building mutually beneficial relationships that help execute business functions with the highest degree of professionalism. A skilled problem solver that thrives in a fast paced and ever-changing environment, you can manage multiple priorities and quickly respond to the needs of staff and other stakeholders with well-thought out and workable solutions.

#### **LEADERSHIP TRAITS**

1. **Results Oriented:** Drive to deliver high-quality results
2. **Collaborative:** Collaborate transparently, share information, and actively listens to other perspectives
3. **Accountable:** Dependable and responsible
4. **Takes Initiative:** Find a way forward when there may be no guiding precedent
5. **Values:** Lead with integrity and honesty and genuinely cares about people
6. **Organized:** Planful; ability to work on multiple projects simultaneously and meet deadlines
7. **Adaptability:** Open to change and adding additional projects and priorities as needed
8. **Diversity and Inclusion:** Promotes a collaborative and supportive environment where individuals have a sense of belonging and feel respected and valued for their contributions

## KEY AREAS OF FOCUS

### Leadership and Collaboration

- Lead cross-functional teams and identify opportunities for innovation
- Build effective relationships with stakeholders and strategic partners
- Celebrate successes, coach and mentor staff
- Empower and support leaders with managing budgets, developing work plans, and creating meaningful key performance indicators (KPIs)
- Work directly with the Executive Director to:
  - Develop and implement Board-approved strategic vision and direction
  - Develop organizational capacity to respond to external environmental changes
  - Ensure adherence to organizational policies and procedures
  - Establish and maintain a trusting, inclusive and productive environment

### Finance and Risk Management

- Provide leadership and oversight for financial resources including risk mitigation
- Ensure financial allocation maximizes operational efficiency while meeting funder agreement terms

### Human Resources

- Lead and promote an engaging, collaborative, and healthy work environment
- Ensure CRIEC meets or exceeds all employment and health and safety standards
- Review and assess benefits options to maximize value for CRIEC and staff members
- Coordinate contractor activities including IT, Communications, Research, and Bookkeeping
- Collaborate with Mentoring Program Manager to support mentor needs required to reach targets
- Review, update, and implement HR related strategy and policies

### Information Management and Technology

- Assess effectiveness of existing platforms and software; explore more effective solutions
- Lead development of processes to support a secure, safe environment

### Organizational Management

- Lead implementation of strategic and operational plans, develop and update operational policies and processes, and collaborate with external vendors and stakeholders
- Work directly with the Executive Director to:
  - Direct organizational development initiatives
  - Develop and manage the execution of an operations plan
  - Develop and execute a communications strategy
  - Empower leaders to report to funders and other stakeholders
  - Explore diverse funding opportunities with organizations, government funders, and foundations

### Program Management

- Oversee hallmark programs, ensuring that programs are managed to goals and budgets
- Develop, monitor, and analyze key operational metrics including KPIs, OKRs, and Logic Models
- Develop and monitor annual organizational work plans, calendar, and operations plan.

### **Strategic Partner Engagement**

- Work with Executive Director to establish and capitalize on strategic partnerships, act as primary contact for the IEC Network
- Develop and maintain collaborative relationships with Calgary's local community partners

### **Legal Services**

- Provide oversight on legal services in coordination with external counsel; ensure compliance with all federal and provincial legislation and timely and accurate completion of filings

## **EXPERIENCE, EDUCATION, AND QUALIFICATIONS**

- 5+ years' experience in an operational leadership position with demonstrated success setting and achieving program and organization-wide targets.
- Post-secondary graduate in Community Development/Social Work, Social Sciences, Business, Management/Administration, Education, or a related field
- Kind and approachable while leading the way to desired outcomes
  - Demonstrated ability to build, manage and mentor high-performance teams
  - Microsoft Office proficiency with the ability to quickly learn new applications
- Exceptional interpersonal, communication, and collaboration skills
  - Planful and organized with the ability to be adaptive and flexible as needed

## **ASSETS**

- Experience working with Calgary-based non-profit organizations
- Experience working with and/or mentoring newcomer professionals
- Knowledge of project management principles and methodologies
- Knowledge of program charters, logic models, and other program performance management tools
- Extensive network of business contacts; understanding of Calgary region labour market

## **WHAT WE OFFER**

- Competitive compensation plan including flex days, volunteer time off, and benefits plan
- Beltline office space with hybrid work
- Opportunity to be part of a leadership team that is committed to growth and success for reasons other than the bottom line
- Chance to be part of an organization that supports newcomers with landing in roles that match their skills and experience and, as a result, help drive Canada's economic growth and success

## **APPLY**

Interested candidates are invited to apply with a **cover letter and resume by email to [recruiting@accesshrinc.com](mailto:recruiting@accesshrinc.com)**. Please **indicate "Director of Operations" in the subject line** of your email. The position posting **will close at 11:00 pm on December 5<sup>th</sup>, 2022**.

All applicants will receive a response and candidates under consideration will be contacted directly.

We encourage applicants from diverse backgrounds to apply as CRIEC is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, disability, sexual orientation, gender identity or expression, or religion.