

Title: Operations Manager

FTE: 1.0

Reports to: Executive Director

Date revised: June 1, 2023

Summary:

The Operations Manager is responsible for overseeing the administrative functions of fRI Research. Their priority is to provide assistance and support to the fRI Research staff, programs, the Executive Director, and the Board of Directors. By taking a people-centered and collaborative approach to their work, the Operations Manager will help to cultivate and maintain a company culture that is positive, solutions-based, supportive, and collegial. The Operations Manager must show excellent judgement, be able to make reasoned decisions, and be proactive in problem-solving. This full-time position is based in the Hinton office.

Relationships

- The Operations Manager must work effectively with all staff, programs, partners, board members to achieve effective operations at fRI Research. This position provides a wide spectrum of support and coordination that will significantly impact all fRI Research Programs, Associations, Partners, and Stakeholders.
- The Operations Manager shall possess a high level of integrity and ethics and must place the interests of fRI Research first. The Operations Manager will also demonstrate excellent interpersonal skills when dealing with staff, Program Leads, Board members and others, to encourage and foster a positive and healthy work environment.
- **Contacts – Internal:** Board members, Executive Director, Program leads, program staff, and associations.
- **Contacts – External:** Board members, partners, BGIS and HTC staff

Job Duties:

Support for Programs

- Coordinate and schedule Activity Team meetings for each program.
- Assist with preparation and distribution of materials for Activity Team meetings and member communication.
- Track funding opportunities, including grants and internship programs, communicating the information to program leads and coordinating application processes.
- Review and proof-read proposals for clarity, budget accuracy, and other elements.
- Assist program leads with other administrative tasks as needed.

Support for Executive Director

- Contribute to policy critique and development.
- Coordinate and schedule internal meetings (including Program Lead meetings, Core Services Team meetings), take minutes, update action items, distribute minutes.
- Provide support to ED in preparation and editing of documents, presentations or other materials.

- Assist in the management and tracking of the Administration budget, funding agreements, and other financial matters.

Support for Board of Directors

- Schedule all meetings for the Board of Directors, including committee meetings as required.
- Arrange meeting rooms, catering, and any other board meeting requirements.
- Coordinate meeting materials and distribute meeting packages in advance of meetings.
- Attend board meetings and record meeting minutes.
- Coordinate annual return, shareholder resolutions, and share certificates as required.
- Participate on Workplan Review Committee by reviewing workplans for accuracy and completeness, scheduling meetings, and distributing committee questions to program leads.

Support for Core Services

- Provide oversight and leadership to the core services team, including approving timesheets, time-off requests, and related day-to-day matters.
- Assist with internal committees that provide support to the organization.

Office Management

- Coordinate all fRI Research office and storage space at Hinton Training Centre.
- Order and manage office supplies.
- Participate in monthly tenant meetings with BGIS and share fRI Research concerns or questions.
- Use online WORTS system to submit work orders for maintenance requests to BGIS.
- Coordinate bookings for HTC meeting rooms.
- Provide problem-solving and solution-building support for staff to deal with day-to-day matters.

Equipment & Vehicles Coordination

- Develop and maintain inventory of all common-use equipment, including field equipment, vehicles, office furniture, and safety equipment.
- Develop and follow policies and procedures related to use, scheduling, and maintenance of common-use equipment.
- Coordinate and manage scheduling for fleet vehicles and equipment based on programs' annual needs.
- Ensure equipment and vehicle maintenance schedules are strictly followed.

Skills & Experience

- A minimum of 5 years' experience in a busy administrative role with high level of responsibility.
- Post-secondary education, preferably a Bachelor's degree in business administration, social sciences, humanities, or other related field.
- High degree of managerial and organizational ability and demonstrated skills in managing materials and projects.
- Effective performance measurement and change management skills to monitor and evaluate team performance.
- Ability to work under pressure and prioritize workloads to meet changing priorities.
- Ability to anticipate and manage change in an ever-evolving work environment.

- Experience working within, and an excellent understanding of, a Board governance structure.
- Excellent verbal and written communication skills, including editing and proof-reading skills.
- Excellent computer skills, including Word, Excel, Power Point, email, and online meeting platforms.
- Some experience with, and good understanding of, fiscal matters including budgets, financial tracking, and grant reporting.
- Demonstrated relationship-building skills and a team-oriented approach to work.
- Ability to multi-task many projects and meet tight and sometimes unexpected deadlines.
- Strong interpersonal skills to ensure an effective work environment, including assertive communication, conflict resolution, team building, and creative thinking skills.
- Excellent skills in project and time management.
- Ability to exercise sound judgement.
- Collaborative problem-solving skills.