



# Director of Operations

Whistler Community Services Society provides inclusive support and is an advocate to create and build a healthy community. We value trust, respect, advocacy, and collaboration. As an accredited charity by Imagine Canada, we uphold the highest level of standards to improve our organization.

## Job Summary

The Director of Operations ensures that the WCSS operations run smoothly and efficiently using best practices in facilities maintenance and team leadership to create a safe, collaborative, and engaging culture. With a passion for social enterprise, waste diversion and people, in collaboration with the Executive Director and leadership team, this position assists in providing strategic direction to best support the organization and the community we serve.

## Job Duties and Responsibilities:

- Plan, organize, direct, control and evaluate the operations of all WCSS buildings, assets, and social enterprise.
- Plan, organize and direct maintenance of buildings and assets and administrative services such as signage, cleaning, safety inspections and security.
- Develop and implement schedules and procedures for safety inspections and preventative maintenance programs to ensure compliance.
- Manage and administer contracts for the provision of supplies and services from vendors.
- Oversees managers in all areas of the organization ( Re Use It Centre (RUI) and Rebuild It (RBI) Centre, Outreach Services, Administration and Food Bank) providing leadership and coaching to managers and their teams.
- Strategically collect and evaluate data to measure social enterprise impact and waste reduction.
- Prepare reports and audits to monitor and improve operations effectiveness.
- Work with the Finance Manager to prepare and manage relevant areas of the budget.
- Strategize outcomes to increase financial security of the RUI and RBI.
- Promote health & safety policies and procedures and participate in the Joint Occupational Health and Safety Committee
- Working with the ED, Director of Development and Engagement and the Finance Manager, assist in creating a business plan for WCSS.
- Manages and oversees upcoming staff housing programs and models.
- Actively contribute to a culture of collaboration that supports empathy and work life balance.
- Collaborate with the Executive Director and leadership team to promote the culture of WCSS.
- Provide human resources support to the managers and staff of WCSS in collaboration with an HR consultant.
- Work in partnership with the Executive Director and Management team to support a strong, cohesive, and collaborative distributive leadership model.
- Responsibilities in the areas of profit and loss for the social enterprise and society's financial and business model
- Work in partnership with the Executive Director to report, collaborate and work on various committees assigned by the Board of Directors which primary focus on risk mitigation, governance models, budget, and finance.

## Qualifications:

- Five years of management experience preferably in business administration, building operations or maintenance.
- Experience in community services and/or not-for-profit organization would be considered an asset.





- Post-secondary degree or diploma in any relevant field would be considered an asset.
- Effective problem solving, business and financial acumen and decision-making skills.
- Be adaptable. Able to embrace changing environments.
- Effective public speaker with a background in community engagement and education
- Superior interpersonal, organizational, planning and communication skills.
- A strong leader who can develop relationships with community partners, employees, and contract services.
- Knowledge of Microsoft Office suite and social media platforms
- Able to see the big picture while being committed to WCSS's mission and vision.

#### Working and Physical Conditions:

- exposed to moderate level of noise in an indoor setting.
- may require sitting or standing for long periods of time.
- from time to time, may be required to lift and move donations that can weigh approximately 50 lbs.

