



Haven Society Job Description

Job Title: Manager, Business Operations (Management/exempt)
Reports to: Executive Director
Liases with Board of Directors

Direct Reports: Administrative Assistant
Volunteer Coordinator

Position Purpose:

The Manager, Business Operations is responsible for establishing and maintaining internal partnerships, the volunteer program, and general business functions.

She oversees the work of her direct reports, volunteers and other staff, including hiring, orientation, training, supervision, evaluation, and other human resource functions within a unionized environment.

She provides ongoing support to the Board of Directors, Executive Director and Haven's Management team as assigned.

She leads and works by example, demonstrating and supporting Haven's strategic direction, vision, mission and principles-

The following are key duties and responsibilities for this position.

Duties and Responsibilities:

- Provides support to the Executive Director with daily business functions
- Provides support to the Board in terms of managing the Agency's registered and records office, filings with the BC Registrar of Companies, directors' minutes and other records as directed and in accordance with regulatory requirements
- Manages policy upkeep as assigned and creates a schedule for policy review for the Board and management team
- Responsible for planning and managing the Annual General Meeting, working with the Board, Executive Director and the Manager, Communication and Resource Development
- Oversees the delivery of community engagement opportunities and works with the management team to delegate such tasks accordingly ensuring the ideal representation of Haven Society in the community
- Oversees donor data base process, receipting, ensuring accurate record keeping and CRA compliance for all individual and corporate donations
- In conjunction with the Finance Coordinator, manages accurate weekly donation reconciliation
- Is responsible for overseeing the Administrative Assistants, Volunteer program, Volunteer Coordinator and Donation Room
- Manages maintenance of the Agency's buildings, vehicles and insurance policies, and develops business continuity plans for emergency preparedness

- Works closely with external service providers, managing information technology systems, and acts as co-administrator of the client database
- Oversees the obligations of grants such as charters, schedules, requirements, and resources, delegating as required
- Participates as a member of the Management Committee to support the overall activities at Haven Society.

Key skills and abilities:

- Understanding of business priorities and identifying process improvements
- Close attention to detail, multitasking ability, project and time management skills, with exceptional organizational abilities
- Strong sense of urgency with proven strategic decision-making skills
- Ability to handle confidential information with discretion
- Exceptional written, verbal, and interpersonal communication skills
- Well versed across many different platforms such as use of database, intermediate to advanced computer literacy and IT concepts
- Knowledge of CRA processes specific to a charitable organization
- Intermediate to advanced knowledge and experience with Microsoft Office, Outlook, Word, Excel, Power point
- Exceptional organizational skills
- Ability to effectively prioritize deliverables in an ever changing, fast paced environment

Qualifications:

- Post secondary degree in Management, Business or related field desired; equivalent experience may be considered
- 3-5 years management experience required
- Work experience in the not-for-profit sector desired
- Experience working in a diverse and inclusive environment considered a strong asset

Please submit a cover letter and resume attention Executive Director to
Recruitment@havensociety.com