

Job Description – Operations Manager

Job Purpose

The Operations Manager will manage, plan, direct and coordinate the day-to-day operations of the Licensing, Trust, Complaints and Education Units and will ensure improved performance, productivity and efficiency of staff. The Operations Manager is also responsible for the oversight and enforcement of consistent, effective and efficient use of the database, within and across all units.

Duties and Responsibilities

People Management

- Identify, monitor and improve efficiency of the intricacies of each employee's role, day-to-day responsibilities and functional processes.
- Lead each team to develop better ways of working to improve the effectiveness of each unit.
- Foster a work culture that values the performance, development and satisfaction of BAO employees.
- Identify staffing requirements of the organization, as needed.
- Work with HR to provide job specific training for new employees, and ongoing training to supplement the education of existing employees.
- Encourage professional development, related to the improvement of each individual's role.
- Conduct semi-annual performance reviews with individual employees.
- Address disciplinary issues quickly and directly.
- Adjust workload and reassign tasks to improve efficiency as needed.

Oversight of Licensing, Trust, Complaints and Education Operations

- Ensure that processes and procedures meet or exceed established business norms; analyze current systems and procedures in light of evolving technology, capabilities and best practices; identify risks and opportunities, and translate this knowledge into improved processes and operations; and recommend improvements to meet customers service goals and improved performance
 - Collaborate with management on the development of workplans and oversee the execution of those workplans within the Licensing, Trust, Complaints and Education units.
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Oversight of Database Requirements

- Develop a strong and detailed understanding of each employee's use of the database.
- Identify future needs related to the database.
- Develop a strong understanding of the organization's reporting requirements and of back end logic required to obtain reliable and accurate statistics.
- Articulate database deficits, as identified by each unit, with a goal to improve operational efficiencies and accuracy of data.

Knowledge of Legislation

- Strong familiarization and ability to interpret applicable statutes and legislation, including the *Funeral, Burial and Cremation Services Act, 2002*, the *Statutory Powers Procedure Act* and the *Provincial Offences Act*.
- Ability to articulate the intricacies the Act to staff, and to assist them in communicating effectively and accurately to licensees and consumers.

Qualifications and Skills

- Bachelors or college degree required.
- Excellent verbal and written communication skills.
- 10 years of experience in the bereavement sector is preferred.
- Passionate about delivering an exceptional client experience.
- In depth knowledge of process redesign methods and management operating systems.
- An experienced operations leader who is informed by data but who understands that nothing gets done without people.
- The expertise required to coach and support a high performing team, create a positive team environment and work closely with other leaders and colleagues regardless of position or level within the organization.
- Proven ability to develop the skills and capabilities of direct reports and motivate others to achieve their goals and objectives.
- Proven ability to set direction, create and execute strategies and business plans.
- Critical thinking, analysis, and research skills.
- Strong sense of ethics and the ability to handle sensitive or private information with tact and discretion.
- Superior interpersonal skills to interact with employees, licensees, and stakeholders.
- Superior time management skills, multitasking skills, and the ability to prioritize tasks.
- High level of sound and independent judgment, reasoning, and diplomacy.
- Resourcefulness, flexibility and ability to multitask.
- Experience working with Delegated Administrative Authorities preferred.

Working Conditions

- Required onsite at the BAO office Monday to Friday, during regular business hours.