

General Accountability

The Operations Director is accountable for providing leadership and direction for accounting, financial, compensation and benefits, information system functions and developing, evaluating and maintaining efficient and effective control systems.

The Operations Director is also accountable for developing administrative policies and processes for reporting financial and operating results and for the discharge of Prince George Hospice Society obligations as prescribed by law, regulatory bodies or by contract.

The Operations Director provides direction and support to the Resale Store and all financial reporting and analysis.

The Operations Director works in close cooperation with the Executive Director and is an integral part of the Senior Management Team.

The Operations Director provides reporting and analysis on fund development needs. The Operations Director reports directly to the Executive Director.

The Finance Support, Finance Admin, and Resale Manager report to the Operations Director.

The Operations Director fills in when the Executive Director is absent.

Functional Reporting Relationships

The Operations Director is directly accountable to the Executive Director. The Operations Director is responsible to the Executive Director for providing leadership and management of the Human Resources, Financial Resources, facility and asset management and daily administrative functions of the Society.

Key Areas of Responsibility

A. Strategic Planning

- Attends all operations meetings, and as a team member engages in discussion of the issues, providing leadership and decision making abilities
- Attends Board meetings, providing advice and support to the group
- Provides support to Board committees as appropriate or requested
- Participates as a member of Management in discussing Society wide issues and in developing strategies and policies to meet the PGHS strategic objectives. Provides the perspectives of Finance and Human Resources to the strategic planning process

B. Financial Management

- Develops and recommends an annual budget, including operating and allocates budget and monitors variances of approved budget

- Implements proper accounting records and financial reporting systems
- Works collaboratively with the Fund Development Manager to oversee all accounting aspects of providing charitable tax receipts. Establishes systems to monitor and fulfill all fiscal reporting obligations
- Mortgage Renewals
- Purchasing
- Contract management
- Compliant with legislative reporting and audits

C. Human Resources

- Ensures policies are current
- Participates in union negotiations and complies with collective agreement
- Ensures that the performance appraisal system are completed on an annual basis
- Supervises and takes part in all recruitments
- Responds to all questions about HR issues
- Establishes and monitors all HR policies to ensure that legal requirements and Society values are met
- Responsible for the accurate functioning of the employee benefits package
- Signs the accuracy of time sheets for direct reports for the approval of Executive Director

D. Resale

- Provides leadership support to Resale Manager
- Ensures compliance with retail legislation
- Provides monthly financial reports and analysis

E. Donor Recognition and CRA Compliance

- Ensures process in place to provide charitable receipts and donor recognition
- Ensure Legislative and Society rules are developed to protect the organization
- Compliant with CRA standards and receipting of donations

G Facility and Asset Management

- Keeps inventory of assets
- Maintenance, inventory and replacement management

Education and Experience

Must hold CPA designation

A minimum of five years recent related experience at a senior level with computerized financial and administrative systems, project management, budgeting, human resources management, non- profit organizations, government program accounting and funding document preparation; or an equivalent combination of education, training and experience.

Skills and Abilities

- Knowledge of generally accepted accounting principles, financial, administrative management, audit and program evaluation principles and practices
- Thorough knowledge of financial issues including financial policies and procedures, financial internal control concepts, and government requirements
- Knowledge of Employment Standards, Freedom of Information and Privacy Act requirements
- Knowledge of the operation of computerized payroll and financial reporting systems
- Knowledge of information systems and human resources practices
- Excellent interpersonal, written and verbal communication skills
- Demonstrated managerial, leadership, planning and organizational skills
- Demonstrated ability to identify, analyze, and resolve problems in complex relationship situations using facilitation, consensus building and leadership skills
- Ability to work diplomatically and persuasively with a variety of groups and teams
- Ability to assess financial trends and concerns and develop effective solutions
- Ability to establish and maintain appropriate professional and personal boundaries
- Literate in office and accounting software and technology