



## **Job Profile**

### **Director of Operations**

#### **Position Summary:**

The Director of Operations is a member of the Leadership Team and has the overall responsibility for finance and human resources administration for the YWCA. This position works in cooperation with the Leadership Team to ensure organizational effectiveness, change management, strategic planning and policy/protocol development and improvement.

#### **Position Reporting:**

Reports to the CEO

#### **Major Responsibilities:**

1. **As a member of the Leadership Team, works closely with the CEO to develop and implement integrated strategies, supporting action plans, and budgets to meet the goals and objectives of YWCA Saskatoon.**
  - Reviews operations and determines need for new or revised administrative and financial policies or procedures. Establishes and directs the implementation of policies.
2. **Manages and ensures the provision of corporate support to the CEO and Board of Directors.**
  - Assists the CEO to compile significant grant applications
  - Supports special projects identified by the CEO
  - Oversees all banking functions and develops and maintains effective working relationships with the YWCA's bank
  - Provides monthly and quarterly financial reports for the Board of Directors monthly meetings
3. **Oversees the financial and accounting functions of the organization and ensures the integrity of financial information and reporting.**
  - Develops policies and ensures that processes are implemented that support effective accounting and financial reporting management, administration, and compliance for both internal and external stakeholders
  - Coordinates the development and monitoring of the annual corporate and administration budget and recommends finance strategies including a 5 year capital budget to ensure the ongoing ability of the YWCA to meet its strategic objectives
  - Negotiates with funding agencies and ensures that funders receive the service and reports required
  - Ensures that all corporate data including accounting information is accurately maintained, accessible, and current

- Coordinates, in consultation with the CEO, the development and implementation of consistent recruitment and performance review processes, including facilitation of payroll requirements

4. **Develops and maintains accurate financial records and effective systems to support the YWCA's financial accountability.**

- Maintains current and accurate records of YWCA's financial transactions
- Prepares monthly financial statements and relevant reports for review by the CEO and Board of Directors
- Monitors budget variances and, in consultation with department leaders, makes recommendations for resolutions
- Prepares general ledger account reconciliations
- Supervises or performs all activities related to financial accounting, including invoicing, refunds, purchasing, supplier payment, contract payments, payroll accruals
- Monitors income and expenditures relative to budget projections and makes recommendations to line of credit adjustments. Prepares cash flow forecasts and coordinates cash flow management in accordance with banking and financial policies and procedures
- Analyses and manages the association's tax liabilities, including GST and other provincial and federal remittances
- Administers the credit and collections policies
- Acts as liaison with external auditors
- Responsible for placing insurance coverage for the assets and operations of the association and for making recommendations for change to the same
- Prepares and files annual CMHC project report and CRA Charities Return
- Provides direction and has knowledge of and experience in *Financial Edge* and Excel computer programs and must develop proficiency in *Mind and Body* registration system

5. **Develops policies and implements processes to support effective human resource management and administration in consultation with the Leadership Team.**

- Develops and maintains support systems for supervisors with regard to performance and personnel issues
- Provides training, coaching, and performance feedback to direct report, Accounting Clerk
- Responsible for ensuring that policies and processes for orientation, training, development, and review of employees are developed and implemented across the organization
- Maintains, reviews and recommends revisions to the YWCA human resource manual
- Ensures confidentiality of and maintains employee personnel files, including sick leave, vacation and vacation balances and professional development plans
- Establishes a uniform policy to ensure disciplinary actions are implemented in a fair and consistent manner
- Manages employee payroll and benefits plan
- Participates in Collective Agreement negotiations as a representative for Leadership Team. Monitors adherence to Collective Agreement.

## **Education Requirements:**

Certified Professional Accountant (CPA) required

## **Key Core Competencies:**

**Leadership** — Leads, coaches and develops others through clear communication, setting expectations for performance, providing recognition and consistently following through on commitments. Models high standards for ethics and integrity. Creates an atmosphere where employees experience opportunities to stretch, take risks, create, contribute and learn. Celebrates successes and uses disappointments as an opportunity to enhance learning and growth.

**Communication and interpersonal skills** - Fosters open communication and dialogue by sharing information, listening effectively, speaking honestly, and preparing written communications. Explains concepts clearly by understanding audience dynamics and providing concise, understandable messages. Is able to influence and gain support from others internal and external to the association.

**Decision-making/Problem-solving** — Considers the impact on members, stakeholders, departments and employees when making decisions. Makes timely and sound decisions, even under situations of uncertainty. Acts decisively and creatively when implementing solutions to ensure they are in alignment to the vision and values of the association and to ensure that positive outcomes will be achieved.

**Delivers Results** - Uses outcome based thinking and ensures that all employees understand administration and operational policies, the resources that are available to them and the outcomes that they are accountable for. Considers the changes occurring in the external and internal environments when recommending investment in people, technology and processes that will enable the organization to achieve results described in the strategic plan.

## **Job Specific Competencies**

**Human Resources:** Requires knowledge of fundamental human resources management systems and processes including administrative systems, policy development, recruitment, performance reviews, compensation, supervision, and coaching and employee relations.

**Budget and Planning:** Must have knowledge of and skills in financial strategies and budget development & monitoring.

**Financial and Accounting Skills:** Must have significant combination of training and experience in accounting, with the ability to interpret financial policies. Must be proficient with a variety of financial and accounting computer software programs.

**Attention to Detail:** Must be detail-oriented, precise and reliable in scrutinizing quantitative data. The ability to rectify errors and implement safeguards against recurrences is necessary.

**Analytical Skills:** Must be able to analyze financial statements and other financial and quantitative data, with an understanding of how that information impacts the entire organization and how it will be used throughout the organization.

**Organizational Skills:** Must demonstrate strong organizational skills, with the ability to plan, set priorities, delegate work and meet timelines consistently.

**Conflict Resolution:** Must possess the ability to facilitate consensus and manage conflict with individuals and groups.

**Computer Systems Knowledge:** Must have a broad knowledge of computer hardware, software that supports administrative and financial processes, and networked systems.