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Position: **DIRECTOR of OPERATIONS & DEVELOPMENT**  
Terms: Full-time (37.5 hours per week), salary and benefits plan  
Reports to: Executive Director

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## OVERVIEW

Reporting to the Executive Director, the Director of Operations and Development plays a key role on the three-person Senior Leadership Team (SLT) at EAC, which includes this position, the Executive Director, and the Director of Programs.

**This position is accountable for oversight of four interconnected areas:** operations, organizational development, fundraising, and finance. Support in each of these areas is provided by a wide range of staff, co-ordinators, managers, and the SLT, with on-site and remote staff totalling 40+. Additionally, this position provides specific support to the Board of Directors.

- **Accountability for operations** includes maintenance, operational efficiency, and ongoing development of a 4,500 sq. foot facility, which is owned by EAC, as well as one leased remote location. Key functions include planning, resourcing, managing, and monitoring day-to-day operations to help the organization meet its objectives. Technical and systems management also resides with this position.
- **Accountability for organizational development** includes leading staff development and organizational development strategies in collaboration with the SLT and Manager of Human Resources. Key functions include assessing talent needs, optimizing the organizational structure, determining future development activities, and building processes to support achievement of EAC's goals.
- **Accountability for fundraising** includes oversight of the development and implementation of EAC's fundraising and membership strategy. This includes supporting our Fundraising Team in establishing targets and pipeline planning. Support for and implementation of this work comes from the Executive Director, Senior Finance Manager, Community Giving Manager and members of the Fundraising team.
- **Accountability for finance**, includes business analysis, sound fiscal oversight of both income and expenditures, stewardship of investments and cash flow, risk management, development and monitoring of internal controls, and all financial record keeping, compliance, and reporting. Support for this work is provided by the Senior Finance Manager and members of the Finance Team.

The Director of Operations & Development possesses a keen business mind, is highly strategic, tech and finance-savvy, and has a talent for identifying growth opportunities throughout the organization.

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## CORE COMPETENCIES

- **Accountability** – Holds self and others accountable for high-quality, timely, and cost effective results.
- **Analytical** – Positive problem-solving attitude, high analytical ability, and KPI-driven results.
- **Attention to Detail** – Strong organizational skills, attention to detail, and accuracy.
- **Collaboration** – Works productively with diverse groups of people to target and achieve optimal results.
- **Communication** – Effective listener & clear communicator with excellent written and verbal skills.
- **Conflict Management** – Ability to assess, address, and resolve conflict situations as they arise.
- **Critical Thinking** – Ability to balance complex situations through reflection and process design.
- **Culture** – Fosters an organizational culture of honesty, transparency, trust, and accountability.
- **Decision-Making** – Objectively identifies/critically assesses issues, developing appropriate decisions.
- **Ethical Approach** – Unwavering, unilateral commitment to and modeling of professional ethics.
- **Flexibility** – Adapts rapidly by being open to change and incorporating new information.
- **Human Capital Management** – Aply manages a complex workforce and a variety of work situations.
- **Inter-Personal Skills** – Builds strong, positive internal/external relationships based on respect and trust.
- **Learning** – Committed to ongoing learning, reflection, and application of relevant leadership tools.
- **Project Management** – Plans and manages individual and team work flow to accomplish objectives.
- **Resiliency** – Deals effectively with pressure, remaining optimistic and persistent even under adversity.
- **Self-Motivated** – Works well independently, takes initiative, and adapts work schedule as required.
- **Time Management** – Organizes time effectively and manages multiple deadlines.

## ESSENTIAL FUNCTIONS

- All core competencies listed above are critical requirements for this position.

## Leadership

- Accountable for day-to-day operations, maintenance, efficiency, and ongoing development.
- Accountable for organizational development, including structure, process, and people.
- Accountable for fundraising and membership strategy development, growth, targets, and oversight.

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- Accountable for business analysis and sound fiscal policy, management, reporting, and stability.

### **Operations**

This position includes **accountability** for, and final authority over, each of the following items:

- Management of all facets of EAC's \$1.2M asset.
- Management of external rental of EAC space.
- Ongoing maintenance and upkeep of the Fern Lane building and any off-site locations.
- Oversight of both major and minor renovation projects as they arise.
- Evolution of technology needs, including staff support and external tech relationships.
- Development, maintenance, and monitoring of technical and security policies.
- IT security and recovery plans.
- Maintenance, management, and evolution of the database.
- All functions and responsibilities of OH&S Committee.
- Purchase of office equipment – desks, chairs, tables.
- Management of relationships with key suppliers – telephone, power, water, cleaning.
- Compilation and production of applicable sections of the EAC Annual Work Plan.
- Tracking, reporting, and mitigating risks for the organization.

### **Organizational Development**

This position includes **accountability** for, and final authority over, each of the following items:

- Human resources strength, capacity, development, and efficiency under HR Manager.
- Volunteer strength, capacity, development, and efficiency under Volunteer Coordinator.
- Ongoing development of a collaborative, positive, and learning-focused organizational culture.
- Future organizational development activities needed to support achievement of EAC's goals.
- Ensuring that the organization functions well, is efficient, and meets its targeted objectives.

### **Fundraising**

This position includes **accountability** for, and final authority over, each of the following items:

- Annual review, update, and oversight of EAC's Fundraising Strategy.
- Fundraising development – members, donors, major gifts, sustainability allies.
- Development and oversight of membership model and volume targets.
- Member engagement strategies, fundraising events, and stewardship events.
- All matters related to event waivers and insurance.
- Recognition and reward of members and donors.
- Data mining activities with the intent of using information to help further strategy.
- Development, communication, and monitoring of all privacy policies.

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- Development, oversight, and monitoring of all fundraising policies.
  - Keeping up-to-date on trends in foundation and government granting.
  - Monitoring the broader economy and the possible impact of changes on donors and funders.

This position includes **responsibility** for each of the following items, under the direction of the ED:

- Updating and maintaining broad organizational consensus around donor policy.
- Setting annual EAC fundraising targets.

### **Finance**

This position includes **accountability** for, and final authority over, each of the following items:

- Oversight of all aspects of the Senior Finance Manager's day to day responsibilities.
- Oversight of all aspects of the Senior Finance Manager's other responsibilities.
- Review and authorization of all budgets and financial reports produced.
- Compliance with all CRA regulations related to finance and operations.
- Ensuring appropriate and current insurance and group benefits coverage.

This position includes **responsibility** for each of the following items, under the direction of the ED:

- Training staff on regulations related to advocacy and political activity.

### **Board Support**

- Attend Board, Executive, and Sub-committee meetings, as required.
- Schedule, conduct, and monitor regular reviews of bylaws for the Board.
- Schedule, conduct, and monitor regular reviews of EAC policies with appropriate staff for the Board.
- Support the Executive Director in planning the agenda and logistics for the AGM.
- Support the Executive Director in planning the agenda and logistics for the Annual Retreat.
- Support Board recruitment and orientation of new Board members.
- Support the maintenance of Board governance documents, procedures, and policies.

### **Communications – Internal**

This position includes **accountability** for, and final authority over, each of the following items:

- Year-end package containing financial results and organizational statistics for AGM.
- Updates for staff on overall financial status of the organization.
- Timely, ongoing communication related to all organizational functions.

### **Supervision**

- This position is accountable for oversight, development, monitoring and performance appraisals for five (5) direct reports in the following areas:

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*Community Giving Manager (Fundraising), Senior Finance Manager (Finance), Human Resources Manager (Operations), Volunteer Coordinator (Operations), and Facilities and Operations Officer (Operations).*

Additional supervision includes approximately 20% of the technology-related responsibilities of the Data & Systems Officer.

### **Other**

- Oversee EAC 50th Anniversary Celebration planning and implementation.
- Act as signing authority for EAC.
- Other duties as required.

### **CRITICAL QUALIFICATIONS**

- All core competencies listed above are critical requirements for this position.
- At least 5 years experience in managing a medium sized organization.
- Experience working in a non-profit organization, First Nation Band, co-op or community enterprise.
- Proven financial and operational leader with sound people, process, and systems knowledge.
- Demonstrated ability to identify opportunities and create efficiencies in an organization.
- Demonstrated fund development skills, including setting and surpassing fund-raising targets.
- Demonstrated collaborative skills working with diverse groups and supporting inclusion.
- Demonstrated experience drafting and monitoring a wide range of policies and procedures.
- Commitment to environmental issues and social justice.
- Demonstrated experience supporting and advising senior leadership.
- Strong knowledge of MS Office Word, Excel, PowerPoint, and Outlook.
- Current clear criminal record check.

### **PREFERRED QUALIFICATIONS**

- MBA and/or Non-Profit Management Certificate.
- HR management and/or conflict resolution training.
- Experience working with a Board of Directors.

### **WORKING CONDITIONS**

- Fast-paced, constantly changing work environment with 40+ staff in HRM and elsewhere.
- Able to work productively in a shared office environment with a moderate noise level.
- Able to deal with sudden, last minute deadlines as they occur.
- Must have flexibility in schedule when urgent situations arise within the organization.
- Extended viewing of a computer monitor.
- Probationary period is one year.