

Position Description

Position Title: Operations Manager
Department: Finance and Administration
Reports to: VP of Finance
Date Last Modified: February 2021

Position Purpose

This Position (FT) reports to the Vice President of Finance (dotted line relationship to President) and is responsible for the oversight of Partner's internal operations and processes. This includes project management and administration of both our physical and digital Environments, HR administration, accounts payable, banking and administrative support to the Board of Directors. The ideal candidate loves working with data, but will care deeply for our staff. The candidate will be strategic yet technically oriented. This is a management position which oversees the the Database Co-ordinator.

Responsibilities:

Project Administrator of Partners International App and Digital Environment

- ❑ Will lead in the immediate Project oversight towards the Completion of the Partners International Custom App Project.
- ❑ Oversees the project administration and ongoing maintenance and implementation of the "Partners App", Virtuous CRM, Google Workspace account and other IT systems, including servers, office equipment, IT contracts, etc.
- ❑ Oversee both physical and digital data (google workspace) management and all corporate files.

Accounts Payable and Credit Card Administration:

- ❑ Reconciles processed work by verifying entries and comparing system reports to balances.
- ❑ Charges expenses to accounts by analyzing invoice/expense reports; recording entries.
- ❑ Ensures appropriate authorization of vendor invoices, expense reports and payments.
- ❑ Pays vendors by monitoring discount opportunities; scheduling and preparing checks; resolving purchase order, contract, invoice, or payment discrepancies and documentation.
- ❑ Receiving, tracking and verifying expense reports (expensify) and requests for advances; preparing cheques.
- ❑ Credit card administration, issuing monthly statements to users, collecting receipts, coding related expenses and preparation of monthly journal entry
- ❑ Prepare cheque or other payment runs, obtain appropriate approvals and arrange mail, courier or other form of payment transmission (including potential electronic means).
- ❑ Maintains accounting ledgers by verifying and posting account transactions.
- ❑ Disburses petty cash by recording entry; verifying documentation.
- ❑ Reports sales taxes by calculating requirements on paid invoices.
- ❑ Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
- ❑ Prepare receipts and deposits and make regular digital and occasional bank deposits.

HR and Payroll Administration Cont'd:

- Prepare and submit bimonthly payroll deductions and remittances on a timely basis and ensure all data files are complete for transmission to ADP.
- Create and run reports from payroll (ADP) and time and attendance systems (attendancebot within Google Chat).
- Act as time, attendance and PTO administrator.
- Prepare reconciliations for payroll accounts. Reconciles processed work by verifying entries and comparing system reports to balances.
- Prepare year end taxable benefit calculations for submission to ADP, ROE's and various payroll reports as requested.
- Prepare monthly Sunlife insurance benefits journal entry.
- Track monthly CCCC pension plan deductions and prepare journal entry.
- Coordinate employee benefits and administration as necessary.
- Monitor requirement for and pay EHT balance as required.
- Posting position vacancies, schedule interviews with eligible candidates, administrate reference checks, write offer of employment, perform criminal record checks, oversee onboarding process.
- Ensure HR and Personnel records (physical and digital) are up to date, confidential and organized.
- Administrate milestone celebrations (birthdays, anniversaries, life events, retirement, etc.).
- Make staff wide HR related announcements (holidays, vacation schedules, office closer, etc.).
- Maintain all policy and procedure manuals and field basic employee handbook questions as they relate to HR policy and procedures.

Facility Coordination

- Oversee physical and digital data management (google drive structure) and all corporate files including appropriate data back-up protocols
- Organizing, upkeep and procurement of office tools such as photocopiers, phones (including 8x8 software administration), printing, shredders, postage meter, alarm system, sprinklers, heating/cooling systems etc.
- Updating inventory of Stationery supplies & interaction with suppliers.
- Ordering of kitchen, office and or general supplies for the office.
- Maintaining a clean and efficient office environment, with particular attention to common areas, kitchen and board room.
- Liaise with Waste Management company, office cleaners and suppliers and condominium manager.
- Maintain documentation and procedure for alarm system, key distribution.
- Liaise with lease occupant of our unit, contract renewal, tenant requests, receipt of rental cheques.
- Preparation and execution of mail and couriers.
- Receive work-orders, invoices, documentation and warranties and arrange for payment.
- Prepare and administer facility, procurement and resources budgets.

Board Administration

- Preparation of materials for Board Meetings, work with Board Chair, President and VP of Finance in preparation of documents and meetings.
- Uploading of Board Minutes & other Board related documents, maintaining and updating contact information of Board Members.
- Travel arrangements for Board when necessary, Hospitality(lunch, snacks, dinner arrangements) for onsite Board meetings.

Skills, Experience, Knowledge and Gifting

- A heart for Global Missions and a desire to see our world changed through the person of Jesus Christ.
- Experience working for Christian Non-profits, Mission Organizations or Local churches an asset.
- You've taken on the role of project manager before, and are able to speak to your past successes in project, data and operational management.
- Experience working with Boards of Directors and formal meeting minutes an asset.
- Project administration and GANTT charting experience including budget oversight.
- Experience and comfort working with complex CRMs, fundraising databases, and the digital environment of the Google Workspace (including creation of an effective infrastructure/digital library of data.
- Able to demonstrate a high level of training and comfort working in the google workspace, and interacting with CRMS and other cloud based software.
- An undergraduate degree in business administration, with areas of specialization in accounting, HR administration or IT preferable.
- Professional Integrity, Confidentiality and a high commitment to accountability.
- Experience and skill in generally accepted accounting principles and accounting software.
- Experience in financial administration and accounts payable.
- Working knowledge of payroll software programs.
- Courses, specialization or experience in HR administration: administration of PTO, contract writing, and other HR administration.
- Experience in HR recruiting, interviewing and onboarding
- Experience negotiating and managing office leases and contracts,
- Experience managing complex projects.
- Excellent verbal and written communication, attention to detail.
- Strong interpersonal and conflict resolution skills.
- Self-starter with ability to work alone and in collaboration with senior leaders.
- Ability and experience in working in a deadline focused, multi-project environment.
- Ability and experience managing coordinator level employees.

NOTE: This role will be a hybrid between a home office and our Brampton office, with at least three days required physically onsite at the office. . During Covid19 restrictions there would be limited in-office expectations (only essential duties related to mail, accounts payable and office management).

Our Culture:

We partner with local leaders in challenging places to build the church and transform communities in the name of Jesus.

Our Unique Drivers are:

- ❑ Local Leaders (indigenous to their region of the world),
- ❑ Risk-taking (bringing the gospel of Jesus to the most challenging places) and
- ❑ Holistic Approach (integration of word (gospel) and deed (relief and development)).

Our Statement of Faith can be found here (WEA Statement of Faith):

<https://worldia.org/en/who-we-are/statement-of-faith/>

We are a Christian mission in the evangelical tradition with a focus on gospel proclamation and integral mission. All of our staff members are encouraged to sign a lifestyle and code of conduct statement, and to be donors of our mission.

Our staff gathers weekly for a one hour “chapel” event during which we pray together, study the Bible and learn about and are inspired about our mission. This event includes interaction with our international partners, donors and the Canadian Church. We live out our faith in Jesus through our work, our relationships and our passion to see our world transformed in the name of Jesus.

Because we are a donor-facing ministry there are professional expectations for all staff regarding dress, language and social media usage.

We are a cross-cultural, global mission that interacts with people of many different backgrounds, languages and cultures. “Cultural Intelligence” is nurtured and expected alongside emotional and intellectual intelligence amongst our staff members.

Our Values:

- **Jesus Changes Lives**
- **We are on Mission with God**
- **Every Person has Dignity and Worth**
- **Partnering is God’s ideal**
- **Bold Leaders Make a Difference**
- **Integrity Matters**
- **We are to Bring Our Best**

Please take the time to include a cover letter in your application and tell us what appeals to you personally about our culture and mission!