

JOB TITLE: OPERATIONS DIRECTOR

CATEGORY: PERMANENT
FULL-TIME (40 HOURS / WEEK)

LOCATION: NATIONAL OFFICE
2451 Riverside Dr, Ottawa, ON

NAME OF INCUMBENT: VACANT

DATE PREPARED: February 11, 2020

IMMEDIATE SUPERVISOR: Executive Director (ED)

JOB DESCRIPTION

1. Supports the ED by assisting with day to day Taekwondo Canada operations.
2. Ensures the ED is aware of significant events like areas of concern, areas in which the ED needs to report back to the board (both positive and negative), anything that affects funding or reporting (both positive and negative), etc.
3. Annual Calendar. Coordinates the annual calendar, both national and international, in consultation with the HPD including the development of a pathway from grassroots to HP.
4. Sponsorships. Creates and manages sponsorships.
5. Events. Manage from a financial, marketing and communication perspective to include reviewing/approving grant applications and reports before sending to the ED for signature. Responsible for creating and final responsibility of the event budget.
6. Supervises the High Performance Director and Sport Development and Event Coordinator, prepares quarterly and annual performance reviews, submits reviews to ED for approval, debriefs staff.
7. Communications. Facilitates communications with the general public regarding HP, programs and events.
8. Budget Management. Ensures compliance with Board approved budget in relation to events, HP, NCCP and Sponsorship.
9. Acts as deputy to the ED and assumes command of the organization in the absence of the ED.
10. Assists the ED in implementing the company's vision and mission.
11. NCCP. Manages and increases the capacity of Taekwondo Canada's NCCP program, acts as the point of contact between CAC and Taekwondo Canada and attends partner meetings and the annual CAC Partner's Congress, manages existing contexts and their reviews, and develops additional contexts as required.

JOB SPECIFICATIONS**EDUCATION AND EXPERIENCE**

- Completion of a Bachelor's degree or higher in either High Performance (HP) sport, Kinesiology, Event Management or Program Management, or equivalent experience in these areas.
- Experience is required in the above areas if not covered by formal education.
- Experience with not-for-profit sport organization is an asset
- Must have a good understanding of Taekwondo Canada and experience in Taekwondo (or a similar combat sport) at the national and international level
- Some understanding of issues of governance involving not-for-profit organizations
- Highly developed communication skills including the ability to edit documents and ensure compliance with partner organizations.
- Understanding of sport community trends
- Proven success with active fundraising and/or sponsorships and developing proposals to increase this revenue and maintain the relationships.
- Solid organizational skills, including planning, developing, and implementing, programs, projects, and events, and task facilitation delegation.
- Proven success in developing, implementing, and managing programming strategies
- Proven success in developing, implementing, and managing budgets
- Excellent time-management skills, able to multi-task and prioritize own work
- Superior attention to detail and problem-solving skills
- Strong work ethic and integrity with a high degree of energy, can perform well under stress.

COMPLEXITY / ANALYSIS REQUIRED

Incumbent is responsible for assisting the ED with the overall operations of the Association. (S)he will be required to follow the operational plan based on the ED's guidance for the organization, considering the Association's mission, historical trends and anticipated changes to the regulatory and financial environment.

Incumbent must assist the ED in ensuring that the organization is able to anticipate and, as much as possible, mitigate all levels of organization risks in the applicable areas

The Incumbent will work with the ED, staff, members, volunteers, and community to ensure that the mission is fulfilled through programs, strategic planning and community outreach.

INDEPENDENCE OF ACTION

The Incumbent operates under the general direction of the ED, but will be responsible for making operational decisions within the mandate provided to them. Decisions with a broader impact on the organization, or which involve significant expenditure will require the approval of the ED. The Incumbent will regularly liaise with the ED and ensure that they are aware of and contribute to items of major importance to the organization. Incumbent must at all times operate within the direction received from the ED and observe Association policies, legislative issues, and the regulatory environment.

The Incumbent must communicate effectively with the ED and ensure that all information necessary for the ED to function properly and to make informed decisions is provided to them in a timely and accurate manner.

ACCOUNTABILITY

Incumbent is accountable for the development, approval, and maintenance of the Association's programs they oversee, as well as ensuring all necessary reporting. Errors may not be immediately evident and may only be found during reviews or audits. Errors are likely to have significant negative implications on the perception of the Association and the confidence of external bodies, affiliated organizations, and funding partners.

IMPACT OF DECISION MAKING

Incumbent's decisions have a direct and significant impact on the organization from an organizational effectiveness, financial, relationship, and regulatory perspective. Inappropriate or ineffective decision making may negatively impact the Association's ability to deliver services to its members, receive funding, and reduce its prominence nationally and internationally.

With the approval of the ED, the Operations Director is responsible for overseeing and implementing appropriate resources to ensure successful operation of the Association, events, and programs.

INTERNAL AND EXTERNAL RELATIONSHIPSDaily or Greater

Employees, volunteers, and members of the Association

Weekly or Bi-Weekly

Affiliated national and international groups

Members of the public

Suppliers and vendors

Monthly

Press

Board Directors

Funding organizations

INSTRUCTION / TRAINING OF OTHERS

Direct supervision of High-Performance Director, and Sport Development and Event Coordinator. Responsible for training and orientation, coaching, development and discipline of these staff as appropriate.

WORKING CONDITIONS AND TRAVEL

Typical office environment. No untoward conditions. Some travel required locally, with occasional national travel as required.

FINANCIAL RESPONSIBILITY

The Incumbent shall develop resources sufficient to ensure the financial health of the Association. This will include identifying funding opportunities and actively fundraising on behalf of the Association.

Incumbent has full responsibility for the financial integrity of the Association and ensuring that it maintains a positive and sustainable financial position. They will develop and maintain the Association budget, ensuring that it is approved by the Board of Directors. The Incumbent must also ensure appropriate reporting is done and that statements are prepared which accurately reflect the financial condition of the Association.

SUPERVISION OF OTHERS

Direct supervision of the Operations Director and the Membership Services and Admin Coordinator with indirect supervision of the Sport Development and Events Coordinator and the High-Performance Director. Responsible for hiring, retention, development, and performance management of staff.

Incumbent responsible for the interpretation and administration of existing policies and will research and develop new policies for approval by the Board of Directors.

I acknowledge that I have received a copy of this job description and have been given the opportunity to discuss it with my Supervisor.

Signature of Incumbent

Date Signed

Signature of Supervisor

Date Signed

This document is to be sent to a newly hired employee with their initial hiring package, prior to the commencement of their employment. The immediate supervisor is to review this document with the new employee on the first day of employment and obtain a signature as above. The original copy of this document is to be maintained in the employee's personnel file.