



**JOB TITLE:** OPERATIONS MANAGER

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

**LOCATION:** REMOTE/TAEKWONDO CANADA NATIONAL OFFICE  
House of Sport, 2451 Riverside Dr, Ottawa, ON

**DATE POSTED:** FEBRUARY 8, 2023

**SALARY RANGE:** COMMENSURATE WITH EXPERIENCE

**IMMEDIATE SUPERVISOR:** EXECUTIVE DIRECTOR

**ORGANIZATIONAL SCOPE**

Taekwondo Canada, a member of World Taekwondo and the national governing body for the sport of taekwondo in Canada, is seeking a dynamic individual to lead the organization’s administrative program that places Canadian Taekwondo athletes in positions to achieve sustained international success at international events including major games such as Olympics and Paralympics.

**JOB DESCRIPTION**

The Operations Manager is responsible for assisting the Executive Director (ED) with the overall administrative 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 Strategic Plan, historical trends and anticipated changes to the regulatory and financial environment.

The Operations Manager must assist the ED in ensuring that the organization is able to anticipate and, as much as possible, mitigate levels of organizational risk in applicable areas.

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

**JOB SPECIFICATIONS**

Reporting to the ED, the Operations Manager assists with day to day Taekwondo Canada operations and is responsible for the following tasks. Key responsibilities include (but are not limited to):

- A. Administration
  - Managing the day to day operations of the Taekwondo Canada office
  - Maintaining the virtual office and Google based filing system by developing and maintaining procedures for retention, protection, retrieval, transfer, and disposal of records
  - Answering incoming calls and general inquiries from members and the public
  - Administering Taekwondo Canada’s PayPal Account and reconciliations each month
  - Coordinating and scheduling meetings and appointments for Board and Staff
  - Maintaining confidentiality of sensitive and protected information



- B. Membership Services
  - Developing and managing a Membership database and ensuring Members provide monthly registration updates
  - Providing support and guidance to Provincial/Territorial Sport Organization members (P/TSOs) of Taekwondo Canada and the general public
  - Supporting and managing relationships with membership including provincial associations and clubs
  
- C. Safe Sport
  - Managing all key Safe Sport activities including communication with key stakeholders
  - Managing education and training of Safe Sport policy suite with P/TSO's and membership
  - Coordinating Safe Sport Gender Equity audit in conjunction with Executive Director
  
- D. National Coaching Certification Program (NCCP)
  - Managing and increasing the capacity of Taekwondo Canada's NCCP program, acting as the point of contact between Coaching Association of Canada (CAC) and Taekwondo Canada and attending partner meetings and the annual CAC Partner's Congress, managing existing contexts and their reviews, and developing additional contexts as required
  - Ensuring compliance with Board approved budget in relation to NCCP
  - Keeping Cognito forms updated and creating new forms as necessary
  - Assigning Learning Facilitators and Evaluators
  - Providing material to participants as necessary
  - Updating NCCP locker and provides certificates
  - Coordinating NCCP budget in partnership with ED
  - Attending CAC meetings as required
  - Collaborating with Facilitators to organize workshops
  
- E. Other Responsibilities
  - Assisting the ED in implementing Taekwondo Canada's Strategic Plan, as well as the Vision and Mission statements
  - Other administrative duties or special projects as may be assigned from time to time
  - Aiding in potential fundraising and/or sponsorship opportunities

### EDUCATION AND EXPERIENCE

- Completion of a bachelor's degree or higher in Sport/Recreation Management, Business Management, Event or Program Management, or equivalent experience in these areas
- Experience with not-for-profit sport organization and/or a good understanding of Taekwondo Canada is an asset
- Some understanding of issues of governance involving not-for-profit 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
- Strong 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
- Proficient in all Google suite and Microsoft applications and functions
- Strong communication skills (written/oral) in both English and French is an asset and preferred

Expected start date for this position is April 3<sup>rd</sup>, 2023. Applicants must send resume and cover letter to [ed@taekwondo-canada.com](mailto:ed@taekwondo-canada.com). Resumes will be reviewed as received. We thank all applicants for their interest, only those being considered will be contacted.