

## **Job Description – CityReach Director of Operations**

Position Title: CityReach Care Society – Director of Operations

Reporting to: Associate Executive Director

Position Description: The CityReach Director of Operations a full-time, permanent position. Key responsibilities include managing the staff and day-to-day operations of the organization across all sites, while also playing a key role in strategic planning and growth. The individual is employed by Broadway Church and is the representative of CityReach Care Society. This role operates within the core values of Broadway Church, in conjunction with CityReach Care Society’s vision and mission statement. CityReach Care Society is the Urban Ministries outreach arm under the umbrella of Broadway Church.

Duties and responsibilities include:

### **Personnel & Organizational Oversight**

- Serving as the supervisor for all Program Directors (direct reports) offering direction, feedback, and encouragement
- Recruitment for Director roles within the organization
- Onboarding for all new CityReach staff, including OH&S New Worker materials, philosophy, and vision
- Managing staff concerns and organizational conflict (in line with HR policies/reporting up to HR Director)
- Reviewing program and event processes and results, working with program directors for improvements / efficiencies
- Work with Broadway Director of Operations (DO) to ensure OH&S policies are carried out and communicated within the CityReach team and organization
- Managing office arrangements, storage, and general supplies (working with Broadway Facilities & DO)
- Coordinate CityReach staff meetings (booking, agendas, special teaching/tours)
- Championing the Pathway to Prosper, ensuring staff, programs, and events are in line with our overall mission

### **Systems & Communications**

- Serve as point of contact for general organizational queries or partnership opportunities
- Proof and review public-facing communications for tone and function (website, other general materials) and coordinating with the Development/Communications team
- Coordinate Warehouse installations/designs (with Broadway Facilities and design team) such as: donor wall, vinyls, vehicle wraps etc.
- Ensure proper data keeping for training logs, volunteer forms, staff contact lists, master calendar etc.
- Ensure departments are communicating and collaborating effectively (look for win-wins and eliminate silos)

### **Growth & Strategic Planning**

- Serve on the CityReach Lead Team (ED/AED/Dev Director) to ensure organizational health, growth, and priorities
- Work alongside ED in strategic planning, expansion, and all major projects
- Provide day-to-day oversight to Director of Development, to effectively implement fundraising/development strategies in line with the vision of the ED
- Monitor budgets and spending, working with Development Director and Program Directors to ensure financial responsibility and program efficiency

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**Other**

- Serve in a leadership role at all major events, including planning and day-of (including CNOY, EB, B2SB, BOL, volunteer appreciation etc.)
- Represent CityReach in the community at partner events and networking opportunities
- Other duties and administrative tasks that may arise as required

**Who we are looking for someone who:**

- Loves Jesus and believes that the local church is the hope of the world
- Is a big thinker, a team player, and is passionate about making a difference in Vancouver
- Is highly relational with excellent interpersonal and managerial skills, able to oversee and build strong teams
- Is a gifted communicator with excellent command of the English language, both written and verbal
- Is able to problem solve and create win-win solutions, navigating conflict with maturity and clarity
- Is highly self-motivated and takes initiative to advance the goals of the organization
- Has strong organizational skills; ability to manage multiple projects, prioritize tasks, and be attentive to detail
- Loves systems and processes; ability to not only see future growth but plan and implement the steps toward success
- Has high level of competence in Microsoft Office and an ability to learn new technologies
- Has experience in Administration and Project Management (non-profit experience an asset)
- Has a valid driver's license and access to their own vehicle
- Is a Member of Broadway Church (or willing and in good standing to become member)

**Compensation & Details:**

- Role is based on an average of 40 hours per week
- Hours to be completed largely onsite/in office unless otherwise required or requested
- \$75 Monthly cell phone allowance
- Full extended health benefits (begin after 3 months)
- 15 days paid vacation
- Salary range \$60,000-75,000 based on experience