



The Canadian Black Chamber of Commerce (CBCC) seeks a:
Operations Manager

Position Summary:

The Canadian Black Chamber of Commerce (CBCC) is dedicated to elevating the economic development of the Black Business Community (BBC). We are committed to conducting the required collaboration and research that delivers evidence-based solutions that improve lives and strengthen economic growth with the CBCC. You are an experienced, energetic and collaborative individual who will play a key support role in achieving the CBCC's core mission and serving our amazing membership through the position of Operations Manager.

We are seeking an Operations Manager. The role of the Operations Manager is to ensure the continuing good functioning of all office and physical locations and its subordinate systems, to ensure proper financial accounting and reporting, and to assist in maintaining a high quality of CBCC's services and productions. To this end, the Operations Manager works with other CBCC staff and reports on their activities to the Executive Director. The Operations Manager will maintain a working knowledge of procurement, human resources and ESA policies.

The Operations Manager is a vital member of the senior management team. The Operations Manager must support the economic and advocacy issues facing Black-owned businesses and entrepreneurs. The Operations Manager will lead the internal operations in the specified areas detailed below. The Operations Manager's mandate will handle the following duties and responsibilities and other areas as required.

RESPONSIBILITIES:

Accounting & Financial Duties

Work with the Accounting Department to ensure the following:

- Maintain accurate payroll, banking and financial records in accordance with all government regulations and requirements for all CBCC accounts, including all payroll records, summaries and T-4 reports; Remittances to the Receiver General, Employer Health Tax, RRSP Benefit Plan carrier and any other remittances and

communications for employee benefits as required. Issuing payroll and all other payable cheques, all banking duties, including deposits and monthly bank reconciliations.

- Approve invoices and purchases providing the Executive Director with information as to the nature of expenditures. Work with Finance Department to maintain, or ensuring the maintenance of, the CBCC's journals, ledgers and books of account and ensuring that trial balances and financial reports are produced as required and provide the proper handling and recording of the petty cash fund.
- Provide all necessary financial information to enable the CBCC Board and Operations to make informed decisions, and to ensure compliance with all funding requirements by generating monthly, quarterly and annual estimate of expenditures and annual budget breakdown as required and assisting the Executive Director in other financial procedures.

Administrative Duties:

- Participating in staff/committee meetings as required
- To ensure the smooth functioning of the office systems and physical office in compliance with requirements from the Employer, including:
- Maintaining the central administrative files including all financial reports and records;
- Maintains, monitors and updates project management subscriptions and systems
- Assist in grant, letter and report writing, editing and proof reading
- Coordinates and compiles information required for meetings or when required
- Producing regular statistical reports on CBCC services in co-operation with the Executive Director, Project Managers and other staff;
- Work with the Office Administrator in maintaining records of all supply needs and ordering supplies;
- Obtaining estimates for service contracts, furnishings and equipment purchases, and maintaining such records;
- Maintaining postal supplies and services;
- Ensuring proper servicing of all office equipment.

Operation Duties

- Facilities Management – Support the FedDev Grant Program by overseeing all digital and physical hub requirements and building capacity space Hubs and maintain inventory records of company assets.
- Support contracted programs obtained by the Chamber (i.e. CIBC and Support Black Communities Grant).

- Manage and oversee the daily internal operations departments, Project Coordinators, business analysis, vendor services and risk management.
- Procurement - Manage the internal and external procurement process, which includes Chamber and FedDev project purchases while ensuring a fair and balanced RFP Process. Conduct sourcing, costing, and feasibility studies for all Chapter office and building locations within established procurement policy guidelines.

Supporting Technology Services Manager:

- Work with the Technology Manager and Technology Committee to ensure that the Chamber Policy on information management
- Ensure that staff use Chamber-established software, equipment, and internal database management systems to improve centralization of data.
- Ensure that all work stations are working directly off the server and Staff and Consultants are working off the grid.
- Ensure that all administrative passwords and access are shared confidentially with the Technology team, Executive Director

Supporting Membership Services Manager:

- Support the Membership Services Manager and coordinators for the Chamber and FedDev Project to procure Membership Service benefits programs & Services
- Ensure that Members are engaged with Monthly Member to member networking and keynote speaking events
- Ensure that all members are consolidated into the Membership Services Management tool and classed according to the organization voting policies

Supporting Marketing Manager:

- Support to Marketing team to ensure that Marketing Programs and marketing calendar are in place
- Encourage the marketing team to be agile and flexible to meet short term and long-term marketing, social media and website needs

Supporting Innovation Hubs, Chapter, Partnerships, Business Development, Fundraising Team:

- Support the Chapter Development lead team as required to ensure resource are procured on schedule
- Support the Business Development, Sponsorship, Partnership and Fundraising team as required.

Core Competencies:

- Familiarity with the non-profit grant funding system in Ontario and Canada is preferred
- Ability to organize and prioritize tasks and duties
- Strong written and verbal communication skills
- Ability to collaborate with others
- Strong problem-solving skills
- Self-starter
- Detail-oriented
- management Preferred
- Significant experience in office management and administration
- Experience in using QuickBooks online, MS Office products, especially MS Word and Excel, and other electronic platforms
- Experience managing projects and using project management tools
- Not-for-profit experience is an asset

Working Relationships

- Work closely with the entire team to ensure all operational, administrative and compliance functions are appropriately executed according to regulatory-based best practices. Working relationships include the Executive Director, Senior Project Manager, Marketing Manager, Manager of Programs and Education, Membership, Innovation & Strategic Partnership Manager, Finance Manager & Accounting Department, Human Resources, Fundraising, Donations, Grants, Chapter Leaders, Regional Managers, Volunteers and the Administrative body, along with established special Committees such as skilled trades, incubators, technology, food incubators and others.

Qualifications & Experience Required:

- 5-10 years' experience in a senior operations role
- Excellent interpersonal, organizational, and leadership abilities, as public speaking, communication and people skills
- Ability to work with details and time-sensitive issues
- Good decision-making skills and response to high-pressure situations
- Understanding of business functions such as HR, Finance, marketing etc.
- Demonstrable competency in strategic planning and business development
- Familiarity with MS Office and various business software (e.g. ERP, CRM), data analysis and performance/operation metrics and Business Infrastructure
- Knowledge of the industry's legal rules and guidelines
- Knowledge of diverse business functions and principles (e.g. supply chain, finance, customer service etc.)

- Knowledge of FIPPA guidelines
- Highly developed interpersonal skills, a commitment to customer service, and a professional demeanor.

Terms of Employment

This is a permanent full-time position that offers a competitive compensation and benefits package. The salary range is \$70,000 to \$75,000 commensurate with qualifications and experience. We anticipate a start date of March 4, 2024.

How to Apply

The deadline for applications is 5:00 pm on Friday, February 17, 2024.

All applicants are asked to submit a cover letter, resume, and the contact info for two professional references to Human Resources by email at hr@canadianblackchamber.ca using the subject line "Operations Manager Position".

We thank all applicants for their interest however only those selected for an interview will be contacted.

CBCC welcomes applications from diverse individuals who self-identify on the basis of any of the protected grounds under the Human Rights Code. Lived experience and intersectional identities are merit factors for hiring for this position.

We are committed to full compliance with the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, the Occupational Health and Safety Act, and all other applicable.