

# DIRECTOR OF OPERATIONS JOB DESCRIPTION



## MISSION

---

May 2017

The Director of Operations (DO) is responsible for BUKSA's day to day operations including service delivery, human resources and training, contract management, service quality and client satisfaction.

The DO understands service delivery in the conference management /communications industry, is strong in people management, builds positive and long term relationships with clients, staff and suppliers, is accountable for financial performance, and thinks and plans strategically for growth.

The DO has experience helping businesses grow. He/she has excellent communication and interpersonal skills, strong leadership, thrives in a fast-paced environment and is aligned with BUKSA's core values.

The DO reports to the President and CEO. The position is based in Edmonton, with travel required.

## ACCOUNTABILITIES

---

Lead, manage and be accountable for daily operations of the company, including human resources.

Manage hiring, firing, reviews, and coaching for staff outside of the leadership team.

Establish project teams and ensure effective and appropriate workflow and functioning

Forecast staff requirements

Ensure KPIs are met for service areas, sales, project teams and individuals; hold staff accountable to meet indicators.

Coordinate training opportunities, and lead training where appropriate; ensure all staff has skills necessary for their position through regular monitoring of training needs.

Revise and/or formulate policies and processes for operations and promote their implementation

Establish, maintain and evaluate service quality standards and ensure customer satisfaction

Account management; establish and maintain strong client relationships

Oversee the preparation of proposals and contracts with clients and vendors.

Actively contribute to our plans to grow the company – attend events, generate leads, make pitches, support sales efforts

Work effectively with the senior management team, including sales, finance and campus managers, and lead senior management team meetings.

Other duties as may be required



## DIRECTOR OF OPERATIONS JOB DESCRIPTION

### KEY COMPETENCIES

---

May 2017

Communication, written & oral	Strategic Vision	Growth / execution	Self-awareness
Problem Solving	Initiative	Accountable	Leadership
Independence	Judgement/ Decision Making	Integrity	

### OTHER REQUIREMENTS

---

- University Degree, or equivalent experience
- Minimum of 10 years of management experience in a related industry
- Prior experience in project management (5 years)
- Experience working in small business, or leading a business unit within a large organization
- Experience managing people (5 years)
- French language skills an asset
- Travel required
- Driver's license and own vehicle required
- Valid passport required

**Compensation** Commensurate with experience

**Benefits** Health Spending Account

### APPLICATIONS

---

To apply, complete the Career History Form on the BUKSA website ([www.buksa.com/Careers](http://www.buksa.com/Careers)), and email it along with a cover letter and resume to [careers@buksa.com](mailto:careers@buksa.com) by **June 15, 2017**.

Please note that this competition will remain open until a suitable candidate is found. Only applicants selected for an interview will be contacted.

**Applications submitted without the Career History Form will not be considered.**

Thank you for your interest in BUKSA Strategic Conference Services. We look forward to hearing from you!