



JOB POSTING – Manager of Operations (Deputy CAO) Ucluelet, BC

Summary

The Manager of Operations is a key leadership role within the Toquaht Nation Government, responsible for overseeing the day-to-day operations across all departments. Reporting to the Director of Operations, this position provides administrative leadership, ensures efficient operational workflows, and implements strategic initiatives that align with the Nation’s vision and goals. This full-time, in person position, requires strong leadership, operational expertise, and human resource management skills. This role requires a high degree of initiative, excellent communication, and the ability to foster a collaborative and high-performance work culture.

This is an exciting and continually evolving opportunity to make a positive impact and contribute to the growth and prosperity of our organization and community.

Who we are

We are situated on the western shores of Barkley Sound on the West Coast of Vancouver Island, BC and are proud to be a modern treaty government. Known as the $\acute{t}uk^waa\acute{t}a\acute{h}$ (Toquaht People), we are resilient people dedicated to the development of our Nation while honouring the teachings of our ancestors and safeguarding our $\acute{h}a\acute{h}uu\acute{t}i$ (traditional territory).

The Toquaht Nation’s vision is of a healthy community where $mas\acute{c}im$ (citizens) can fulfill their social, spiritual, and economic needs. Guided by our ancestors and rooted in our traditions, we draw strength from our connection to our teachings:

- $hi\acute{s}ukma\acute{c}awaak$ – Everything is one
- $\acute{?}uu\acute{?}a\acute{t}uk$ – Taking care of one another
- $\acute{?}iisaak$ –respecting
- $\acute{?}a\acute{?}apca\acute{?}aa\acute{t}uk$ - taking care that something proceeds correctly



Key Responsibilities

Operational Leadership & Strategy

- Lead strategic and operational planning to align with the Nation's long-term vision and short-term priorities.
- Oversee daily operations, ensuring efficiency, compliance, and alignment with strategic objectives.
- Develop, implement, and optimize processes, policies, and systems to improve effectiveness.
- Monitor and evaluate organizational performance, recommending improvements for sustainability.

Team Leadership & Employee Development

- Foster a culture of collaboration, accountability, and continuous improvement.
- Create a positive, supportive, and focused team environment of high performance, transparency, respect, trust, and collaboration.
- Guide managers and supervisors in developing work plans and optimizing workflows.
- Conduct annual performance evaluations, succession planning, and mentorship initiatives.
- Address employee concerns, ensuring a fair and transparent resolution process.

Human Resources & Policy Development

- Oversee HR policies and compliance, ensuring alignment with Indigenous best practices, the Canada Labour Code, PIPA, and Human Rights regulations.
- Support managers in recruitment, onboarding, training, and employee relations.
- Promote an inclusive and respectful workplace culture focused on employee wellness and retention.
- Oversee job descriptions, professional development, and mentorship programs.

Financial & Budget Management

- Support the Director of Operations and senior management in budget planning and financial forecasting.
- Ensure compliance with financial policies, funding agreements, and reporting requirements.
- Monitor budgets, track expenditures, and ensure adherence to funding conditions.
- Assist in preparing grant applications and financial reports for funders as required.



Programs & Service Delivery

- Identify and develop new program opportunities that align with community needs.
- Work with department managers to implement annual work plans and service improvements.
- Ensure effective communication and accessibility of programs and services for Toquaht citizens.
- Track and report on strategic initiatives to the Director of Operations.

Stakeholder Engagement & Communication

- Act as a liaison between the Director of Operations, management team, and employees.
- Lead operational and management team meetings, setting clear and engaging agendas.
- Provide briefings and reports to senior leadership on organizational performance.

What You Bring

Education & Experience

- Bachelor's degree in Public Administration, Governance, Human Resources, Business Administration, or a related field.
- Minimum of 5 years of progressive management experience, preferably in an Indigenous government or organization.
- Extensive human resources management experience with a strong understanding of Indigenous governance structures and policies.
- Proven track record of leading teams, strategic planning, and organizational management.
- Experience securing funding, managing budgets, and developing partnerships.

Skills & Competencies

- Strong knowledge and respect for Indigenous culture, governance, and traditions.
- Ability to build positive relationships with employees, leadership, and community members.
- High level of integrity, professionalism, and confidentiality in handling sensitive matters.
- Strong analytical, problem-solving, and decision-making skills.
- Excellent written and verbal communication skills, including report writing and presentations.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and virtual communication tools.
- Ability to create a supportive, collaborative, and culturally rich work environment.



What we offer

- An opportunity to collaborate with like-minded individuals dedicated to making a positive impact on our citizens.
- Rewarding work with opportunities to make a difference.
- A salary range of \$148,000.00 to \$152,000.00 per annum.
- A comprehensive benefits package and pension plan
- 3 weeks vacation plus additional paid time off over the festive season.

For more information and to apply

If you are aligned with our values and are committed to supporting our community, please submit your resume and cover letter by **April 4, 2025, at 5:00 pm PST, by visiting this site:**

<https://app.loxo.co/job/MzA5MjEtNXpybDcyMThnaDdtY3YzZg==?t=1742150419651>

with the position title or Job Posting Code #3089422 in the subject line of your cover letter.

We encourage applicants to submit a cover letter and resume as soon as possible, as they will be reviewed on an ongoing basis. We thank all applicants for their interest; only those selected for an interview will be contacted.

Persons of Indigenous ancestry will be given preference. s16(1) CHRA.