

Operations Director

Position Overview

We are seeking an experienced and highly organized Operations Director to oversee the successful delivery and continued growth of our recreation, sport, and childcare programs.

The Operations Director is a senior leadership position responsible for ensuring programs operate effectively, managers are supported and accountable, regulatory and organizational standards are maintained, and programs continue to meet both service and financial objectives.

This position works closely with the CEO and Chief Administrative Officer and provides direct leadership to program management staff.

Key Responsibilities

- Provide oversight of day-to-day organizational operations, ensuring programs and services run effectively and consistently across all sites.
- Lead and empower managers by setting clear expectations, offering guidance, and holding them accountable for departmental performance and operational excellence.
- Ensure operational readiness by overseeing staffing levels, and program delivery standards through strong managerial leadership rather than direct execution.
- Monitor organizational performance through regular review of quality indicators such as enrolment, occupancy, staffing, compliance, and customer experience and report those to the Chief Administrative Officer monthly
- Drive continuous improvement by identifying opportunities to strengthen programs, enhance participation, and support sustainable revenue growth.
- Oversee regulatory compliance by ensuring managers maintain adherence to licensing requirements, policies, and operational regulations and main liason to VIHA as the licensee contact
- Support leadership problem-solving by guiding managers through staffing, scheduling, customer service, and operational challenges while reinforcing accountability.
- Follow established performance systems including expectations, reporting structures, and operational standards for all management teams.
- Ensure timely organizational reporting by overseeing the flow of required information and documentation to Chief Administrative Officer and CEO.
- Collaborate with executive leadership on organizational planning, growth initiatives, staffing strategies, and long-term operational development.
- Provide executive-level reporting to the CEO on operational priorities, risks, performance trends, and strategic opportunities.

Ideal Candidate

The successful candidate will be a strong people leader who is comfortable balancing big-picture oversight with hands-on operational problem solving. They will be organized, accountable, proactive, and capable of managing multiple programs and priorities in a growing organization.

Experience in recreation, childcare (ECE) , HR, sport programming, community services, or a similar operational environment is considered an asset.

Pay Rate

\$65,000 annually to start.

Performance review to be conducted after 6 months probationary period

Assets:

- ECE
- HR experience
- Operational leadership