



**Job Title: Operations Manager**

**Location:** CommunityWise Resource Center, Calgary

**Position Type:** Full-Time (38.75 hours/week)

**Hourly Rate:** (\$33/hour - \$35/hour)

**About CommunityWise**

[CommunityWise](#) has been a nonprofit hub in Calgary for over 40 years, dedicated to supporting and strengthening diverse grassroots organizations and nonprofit groups from our central location in the historic Old YWCA Building. We provide affordable office and community space, shared resources, and collaborative capacity-building programming to 90 member organizations. Our work emphasizes anti-racism and equity, and we seek passionate, high-performing, and solution-oriented individual to lead our team.

**Position Summary**

We are seeking a resourceful and detail-oriented Operations Manager to lead our day-to-day operations and support strategic development. Reporting directly to the Board of Directors, the Operations Manager will be instrumental in ensuring the effective delivery of operational services at CommunityWise.

**Key Responsibilities**

*Operations Management*

- Oversee facility operations, including vendor contracts for services and repairs.
- Supervise custodial staff and manage routine maintenance to ensure a clean, safe, and welcoming environment.
- Manage the building inspection, certification, and upkeep schedules for all facility systems and equipment.
- Respond to building emergencies and manage after-hours support.
- Develop and implement facility safety protocols to ensure compliance with health and safety regulations.
- Organize repairs and improvements to meet the evolving needs of our members.
- Administer facility usage for members, including onboarding, offboarding, and orientations.



- Maintain accurate records and files related to agency, member, and building operations.
- Actively participate in Anti-Racist organizational change processes.
- Liaise with City of Calgary officials for maintenance, restoration, and lease matters.
- Collaborate with the Board of Directors for strategic oversight.
- Assist in budget development for immediate operations and long-term capital projects, strategizing and planning for facility upgrades.
- Update building asset management and capital reserve fund management practices.
- Support and coordinate business planning and community programming opportunities.

#### *Human Resources Management*

- Provide coaching and mentoring to staff.
- Coordinate organizational onboarding and offboarding processes.
- Manage no-cost staffing positions, such as practicum students and Canada Summer Jobs positions, as needed.

#### *Governance and Administration*

- Collaboration with Board of Directors
- Prepare reports for the Board of Directors and support meeting logistics, including document management and agenda preparation.
- Organize the Annual General Meeting, including business and programming aspects, as well as annual report preparation.
- Facilitate changes to bylaws and ensure compliance with annual society requirements.



### *Fundraising and Development*

- Manage fundraising initiatives and develop strategies for donor engagement.
- Conduct grant research and prepare applications alongside staff collective.
- Oversee grant-funded projects, including outcomes, staffing, and reporting.
- Develop and implement donation campaigns and manage various online donation platforms (e.g., Canada Helps, Benevity, PayPal Giving Fund).
- Support the organization of fundraising events and volunteer coordination.

### **Qualifications**

- Bachelor's degree in Administration, Community Development, Social Work or Education, or a related field, or equivalent work experience.
- Proven experience as a Manager, non-profit operator, or in a similar capacity.
- Previous supervisory experience preferred.
- Experience in managing the upkeep and project management of community-oriented spaces.
- Strong organizational and project management skills with attention to detail.
- Excellent communication and interpersonal skills.
- Creative problem-solving abilities and a proactive approach to challenges.
- Commitment to diversity, equity, and inclusion in programming and organizational practices.

### **How to Apply**

Interested candidates are invited to submit their resume and a cover letter outlining their qualifications and experience relevant to the position. We look forward to hearing from you! Submit your application to [Board@CommunityWise.net](mailto:Board@CommunityWise.net) only those selected for an interview will be contacted.

### **Application Deadline**

Applications will be accepted until a successful candidate is found.