



## ***Operations Manager – Job Description Maple Ridge 2024 BC Summer Games***

While an exact and complete job description for your Operations Manager is difficult to present due to the blend of talents, energy and personalities of the Board of Directors and their Chairs, and the skills of your chosen Operations Manager, the following items will give a good insight into his/her/they responsibilities.

The Operations Manager should have good people skills, volunteer management skills, staff supervision leadership skills, an understanding of office-related processes and procedures such as a general knowledge of the budgeting process (to include payroll, accounts payable and receivable, etc.), creating and implementing processes, etc. and have good working knowledge of word processing and spreadsheet software.

Under the direction from the President/Vice President and the Director of Administration, the Operations Manager reports to the Board of Directors and ensures communication is flowing amongst and between Directorates, the Games office, and BC Games staff. A summary of responsibilities includes:

1. Maintaining a functioning Games office used as to support the Directors and their Chairs (key volunteers). Activities in the office will include the following:
  - Administrative systems and processes, including preparing letters and handouts, filing, arranging of meetings, etc.
  - Welcoming and registration of “off the street” potential volunteers as set-up by the Participant & Volunteer Services Directorate.
  - Assimilating and providing information about the Games to interested people either in-person, over the telephone, or via email.
  - Compiling an information booklet (two copies) for use at the Games Information Centre during the Games and at the Games office pre-Games.
  - Provide a welcome, cheery working environment to all key volunteers.
2. In cooperation with the President/Vice President, scheduling Board of Directors meetings and Progress Report and Final Progress Report Meetings.
3. Attending all Board meetings and taking minutes at the meetings or ensuring minutes are taken by a staff or volunteer. Ensuring all minutes are typed and circulated within a short period of time after the Board meetings.
4. Attending as many Directorate meetings as possible, thereby gaining knowledge of developments and progress in all areas of the Games and providing follow-up information and direction to key volunteers, as needed. Once Office Staff are in place, the Directorates can be assigned to different staff and they can attend the Directorate and Committee meetings, as appropriate.
5. Anticipating “consequences” to decisions made by key volunteers and to help re-direct or facilitate as necessary.
6. Supporting all Directors and their Chairs in their respective areas of responsibilities through personal attention to requests or through delegation of requests to key volunteers or staff.
7. Assisting volunteers in meeting deadlines critical to coordinated Games preparation and planning.
8. Assisting/monitoring, as needed, the functioning of the following systems:
  - Purchase Order System: Receive a copy of all completed purchase orders, review (for anticipated arrival of goods) and work with the Budget Chair (Administration) on tracking POs.
  - Volunteer Registration Process: Monitor its efficiency and liaise with the Volunteer Registration Chair (Participant & Volunteer Services) as needed to maintain optimum effectiveness.

- Property Insurance: Advise the Risk Management Chair (Administration) of the valuable of goods as they are received to be added to the property insurance policy for protection against damage, fire, and theft.
9. Meeting regularly (once per week) with the Director of Administration and/or the society's President/Vice President to discuss progress in all areas of Games preparations.
  10. Meet regularly with BC Games Society staff to discuss progress in all areas of Games preparations.
  11. Hiring (in cooperation with the Director of Administration) and supervising and leading all Games office staff number to be determined based on grants received.
  12. In coordination with the Director of Administration and the Risk Management Chair, keeping a list of capital purchases for provision to the auditor at the conclusion of the Games.
  13. Coordinating the dismantling procedure of the Games office to include an accurate, detailed, and written inventory of all items forwarded to the next Games communities (with copies to BC Games staff).
  14. While the Operations Manager will work with all Directorates, some of the key areas include:
    - Coordinating room bookings and access to properties from partner agencies for all Directorates.
    - Creating spreadsheets and systems to track requested and acquired items, and the allocation of these items to Directorates/venues.
    - Ensuring all properties acquired or borrowed by the Games are added to the insurance, assisting with financial record keeping (i.e. receiving and coding invoices, etc.)
    - Managing online form submissions for community development events and medical/allergy forms.
    - Assisting the Sport Directorate with the development and production of the Sport Schedule Booklets.
    - Managing the ticketing process for the Opening Ceremony, if applicable.
    - Compiling a Games information binder that can be used as a starting point for the Games Information Centre and Hosts (Protocol).
    - Developing and updating maps/site plans for all venues, with a consistent look and "key".
    - Managing the use of/allocation of donated items acquired by the Friends of the Games Directorate.
    - Assist with providing content to the Marketing Directorate for the website, social media, and publications.
    - Printing and laminating signs for buses and other uses.
    - Developing and maintaining a Games Day-by-Day document that outlines all aspects of Games-time operations and logistics.
    - Maintaining a Games calendar for key Games volunteers that documents all meetings and events.
    - Maintaining the Games Key Volunteer Contact List.