



## Director of Operations

(Remote)

\$100,000 - \$140,000

### ABOUT PACIFIC RIM EARLY CHILDHOOD INSTITUTE & THE ROLE

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On behalf of our client, the Pacific Rim Early Childhood Institute ("PRECI") we are searching for a dynamic Director of Operations to join their team! Established in 1989, PRECI offers distance education designed for students looking to work in licensed day care, preschool, childcare facilities, and careers requiring completion of ECE certifications. PRECI is filled with team members who are passionate about the field and wish to help students succeed in their academic journey.

The Director of Operations is a key leadership role responsible for overseeing and coordinating the operational aspects of the Pacific Rim Early Childhood Institute. This position plays a crucial role in ensuring the smooth and efficient functioning of the Institute's operations, with a focus on achieving strategic objectives and delivering high-quality services. The Director of Operations will lead a team of operational staff, manage organizational processes, and implement best practices to drive operational excellence. This individual requires a strategic mindset, strong leadership skills, and the ability to collaborate effectively with internal and external stakeholders to achieve the Institute's mission and vision.

### KEY LEADERSHIP ACCOUNTABILITIES

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#### People Management

- Lead, mentor, and develop a team of operational staff to ensure high performance, job satisfaction, and professional growth.
- Foster a positive and inclusive work environment that promotes teamwork, collaboration, and employee engagement.
- Provide regular coaching, feedback, and performance evaluations to team members, identifying opportunities for improvement and recognition.
- Develop and implement training programs to enhance skills and knowledge, ensuring staff are equipped to meet operational goals and challenges.
- Encourage a culture of continuous learning and development, supporting staff in pursuing professional development opportunities.
- Manage staffing needs, including recruitment, selection, onboarding, and retention strategies, to ensure a skilled and motivated workforce and ensure that wages accurately reflect the roles and responsibilities of employees.
- Address employee relations issues, conflicts, and disciplinary actions in a fair and consistent manner, in accordance with organizational policies and legal requirements.



- Collaborate with the Executive Director and department leads on workforce planning, cross training, succession planning, and talent management initiatives.
- Promote diversity, equity, and inclusion in the workplace, fostering a culture of respect and understanding among staff.
- Manage staffing schedules and benefits, including enrolling new staff in the Blue Cross program, coordinating shifts using Teams, and approving time-off requests to ensure adequate staffing levels and employee satisfaction.
- Ensure compliance with HR policies and procedures, including those related to performance management, attendance, and leave administration.
- Monitor and manage communication through MS Teams, ensuring effective and efficient communication channels are maintained within the operations team.
- Account for growth by ensuring roles adapt to increased responsibilities and providing directors with the necessary support to manage new roles effectively.

## Operational Management

- Oversee the day-to-day operations of the institute, including facilities management, IT systems, and administrative processes.
- Develop and implement operational policies, procedures, and standards to ensure effective and efficient operations.
- Monitor and evaluate operational performance against key performance indicators (KPIs) and implement corrective actions as needed.
- Execute on the strategy developed by the Executive Director providing input and feedback as necessary.
- Assist with the planning and execution of operational initiatives and projects.
- Manage budgets, financial forecasts, and expenditures related to operations.
- Coordinate with other departments to ensure seamless operations and communication.
- Ensure compliance with regulatory requirements and industry standards.
- Identify trends and issues affecting operations, proposing and executing solutions with approval.
- Establish the organization as a learning environment, promoting continuous improvement and professional development.
- Ensure appropriate policies and procedures are being followed, fostering a culture of compliance and accountability.
- Conduct data analysis and reporting to inform decision-making and improve operational efficiency.

## Risk Management and Compliance

- Identify potential risks to the Institute's operations and develop strategies to mitigate them.
- Implement risk management policies and procedures to minimize exposure to risk.
- Monitor and assess the effectiveness of risk management strategies.



- Ensure compliance with all relevant regulatory requirements.
- Handle escalated calls, legal matters, negative press, and crisis management situations with professionalism and efficiency.

## Strategy

- Collaborate with the Executive Director and other senior leaders to develop and implement strategic plans and objectives.
- Provide input and recommendations on operational strategies and initiatives.
- Monitor industry trends and best practices to identify opportunities for improvement.
- Participate in strategic planning meetings and provide updates on operational performance.
- Support the Executive Director in achieving the Institute's strategic goals and objectives.
- Drive innovation and continuous improvement in operations.
- Foster a culture of innovation and continuous improvement, encouraging creative thinking and problem-solving among team members.
- Ensure organizational knowledge is retained and transferable through effective knowledge management and operational management practices, and that the structure, systems, policies, and operations are scalable and sustainable.

## Administration

- Oversee administrative functions, including human resources, finance, procurement, and facilities management.
- Develop and implement administrative policies and procedures to ensure efficiency, compliance, and accountability.
- Coordinate meetings, events, and other administrative activities, ensuring effective communication and coordination.
- Maintain accurate and up-to-date records and documentation, including personnel files, financial records, and organizational policies.
- Create reporting for the quarterly recognition ceremony.

## SKILLS & QUALIFICATIONS:

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- A degree in Business Administration, or Human Resources or the equivalent of education and experience.
- 5+ Years of experience in a similar environment.
- Knowledge and demonstrated experience in managing distance learning programming and delivery.
- Best practices in organizational management, including strategic planning, financial management, and program development.



- Knowledge of human resources principles and best practices.
- Proficiency in Microsoft Office 365 with expertise in Microsoft Word and Excel.
- Strong communication and collaboration with a diverse group of stakeholders.
- Experience with strategic planning, financial management, and program development.
- Experience managing budgets, financial planning, and resource allocation.
- Demonstrated experience in conflict resolution and mediation, with the ability to effectively manage and resolve conflicts to maintain a harmonious work environment.
- Ability to implement strategies and initiatives that drive growth and sustainability.
- Skilled in analyzing data and trends, making informed decisions, and implementing solutions to address challenges.
- Ability to ensure compliance with regulatory standards, laws, and accreditation requirements in early childhood education.
- Prioritize and manage multiple tasks and projects simultaneously in a fast-paced and dynamic environment.

We ask those individuals with an interest in further exploring this exciting opportunity to kindly forward your resume to [kam.ketler@mnp.ca](mailto:kam.ketler@mnp.ca). We appreciate the interest of all applicants, and only those selected for interviews will be contacted.

We kindly ask all applicants to apply through MNP's officially managed process and to avoid speculative approaches to PRECI and its staff members. Conducting such an approach will not support your application.