

Manager of Operations

Roles and Responsibilities 2018

ACCOUNTING

With direction from Treasurer/Board, prepare annual operating budget.

Maintain, track and report the financial and corporate records for association.

Ensure compliance on all mandatory government filings.

Ensure the FDFA is compliant with internal controls, policies and procedures.

Oversee annual audit.

OFFICE MANAGEMENT

Maintain office services by organizing office operations and procedures; controlling correspondence; designing filing systems; maintaining office supplies and equipment.

Define procedures for retention, protection, retrieval, transfer, and disposal of records.

Maintain office efficiency by planning and facilitating office systems and equipment procurement; IT support; phone; internet; courier; web hosting.

Manage the development, administration, and promotion of projects.

Liaise with building management for any issues with leased office space.

Monitor contract resources/consultants; professional graphic artist; annual auditor; legal (bylaws); web programmers.

BOARD SUPPORT

Facilitate monthly/bi-monthly board meetings, produce meeting minutes.

Create Board webpage, identify and formulate documents as required.

Primary office contact.

LEGAL/LOBBYING ACTIVITIES

Schedule/ track meetings with Government as required.

Format, circulate letters/communications to Board, Members, Government representatives.

Support GR Committee; schedule meetings; provide meeting minutes; manage meeting documentation.

STAKEHOLDER/MEMBERSHIP

Manage, track and evaluate all membership and renewal activities, including new and potential members.

Distribute information – industry statistics, and other as required.

Facilitate process for member feedback on programs/services.

Address, monitor, track and report all received member correspondence and enquiries.

Oversee operator bag program.

CONVENTION/MEETINGS

Research and identify locations for convention/meetings; analyze options; formulate report/recommendations to BOD and/or Committees.

Strategic, operational and budget planning/development and implementation.

Facilitate committee meetings; program development; sponsorship planning; registration; progress reporting.

Identify required vendors, negotiate/manage contracts and source proposals for; online registration, audio visual, customs/freight providers, décor, directory publication and signage - analyze options, create/forward reports to Committee and/or BOD.

Facilitate travel arrangements for Board and Committees.

Develop and oversee roles/responsibilities for convention staff and volunteers.

Manage annual awards program.

On-site operations: registration; VIP management; transportation; speaker; events; and charity auction.

Liaise with event property to ensure all contractual requirements are met, and event/meeting needs are executed.

Responsible for overall event requirements such as food/beverage, audio visual and room set up for all meetings, adhering to budget.

Prepare mtg. documents for operator meetings.

WEBSITE MANAGEMENT

Monitor two websites; insure all content is current, update as required.

Design and create new pages as needed for committee meetings and events.

Assign member accesses – monitor permissions and security.

Liaise with host company for performance issues as necessary.

Responsible for domain and hosting renewals