

# **CAREER OPPORTUNITY** for Operations Manager St. Michael's Catholic Community–Calgary

## REPORTS TO

Parish Pastor

## OVERVIEW

The Operations Manager is responsible for the effective and successful management of their assigned areas of responsibility (Facilities, IT, Columbarium) as well as support the Pastor.

## RESPONSIBILITIES

### **Primary**

- Management of parish Custodians and Audiovisual Technician staff
- Communications support
- Financial management and reporting
- Building and equipment maintenance and management
- Manage and complete sales of niches in the Columbarium

### **Specific**

#### Leadership

- Day-to-day management of parish Custodians and Audiovisual Technicians including performance management, training, scheduling, coaching, development
- Participants with Human Resources and Pastor in the hiring process as needed
- Assists with the orientation and training of parish staff
- Provides coaching and guidance to parish staff
- Ensures that the parish has adequate and suitable resources to complete its activities (people, materials and equipment)
- Organizes monthly staff meetings for all parish staff to attend
- Assists ministry leaders with organizing and coordinating activities and events
- Recommends improvements to systems, processes and best practices where appropriate
- Maintains knowledge of current parish activities in order to support ministries in absence of the Pastor or at his request
- Assists the Pastor with crisis management and pre-emptive planning
- Other duties as assigned by the Pastor

### Facilities/IT Management

- Oversees the activities involved with building and equipment maintenance including ensuring that short and long-term maintenance schedules are in place and adhered to
- Responsible for ensuring that the facilities are maintained in a safe and healthy manner and in accordance with parish and Diocesan standards
- Manages and assesses the IT infrastructure and procurement needs of new equipment and software
- Negotiates contracts with outside vendors for supplies, repairs and other related material
- Actively promotes the facilities as rental opportunities for groups within the parish as well as other potential business

### Communications

- Assists with writing content for both print and Web including the parish website, blog, brochures and newsletter as required
- Supports the Pastor in proof-reading content submitted by others
- Monitors the parishes social media and online presence
- Maintains parish website

### Financial Management

- Reviews capital budget and projects with Pastor to determine priorities and alignment with Diocesan policies
- Develop and maintain the operating budget for facilities, IT and Columbarium

### Columbarium

- Actively market the sales of niches to parish groups and parishioners
- Collaborate with the Pastor on marketing strategies to increase sales
- Ensure that the facility is maintained to a high standard of cleanliness and order
- Record all sales in accordance with Government and Diocesan requirements
- Arrange, effect, supervise and record all urn placements on a timely basis with parish staff, volunteers and families
- Order nameplates as required and ensure they are placed in niches in a timely manner
- Cooperate with funeral homes and their employees to transition urns both to and from the Columbarium as required

## QUALIFICATIONS

- Post-secondary education (Degree/Certificate/Diploma) in operations management or related field (i.e. business management)
- Minimum of 3 years experience managing staff
- Understanding of general finance and budgeting
- Previous marketing and/or sales experience considered an asset
- General knowledge of facilities management
- Strong time-management and organizational skills
- Excellent customer service skills
- A creative mind with the ability to suggest improvements to processes and procedures
- Intermediate proficiency with MS Office products including Word, Excel, PowerPoint, Publisher, Outlook as well as databases and online applications

- Reliable and independent individual who has the proven ability to work under pressure and meet deadlines in a timely and effective manner
- Excellent attention to detail and consistently high level of accuracy
- Exceptional interpersonal and communication skills; verbal, written and presentation
- Listens and communicates effectively and sensitively
- Able to work independently in a varied and diverse environment as well as within a team
- Catholic parish ministry experience a strong asset
- Awareness and proficiency with communications technologies and social media platforms a definite asset including website management

## HOURS OF WORK

Monday to Friday; 8:30-5:30 pm, including 1-hour unpaid break; flexibility for occasional evenings and week-ends to attend meetings or respond to an unexpected situation involving the building

## KEY RELATIONSHIPS

Pastor, Custodians, Audiovisual Technicians, other Parish Staff, Parishioners, Catholic Pastoral Centre staff, other diocesan staff

## SAFE ENVIRONMENT

In support of the Safe Environment Program, this position is required to obtain or complete the following:

- Vulnerable Sector Police Information Check (VSPIC)
- Praesidium Sexual Abuse Prevention online training modules
- Sign the Agreement to Model Code of Conduct

## PHYSICAL DEMANDS

- Constant sitting to complete computer and desk-based tasks
- Constant movements of the neck in all directions required when completing assignments
- High levels of concentration
- Potential exposure to stressful situations such as deadlines, dealing with aggressive or upset individuals, abusive or aggressive phone call, general workload demands
- Occasional lifting to 10 lbs/4.5 kg (i.e. office supply boxes)
- Occasional: pushing, pulling, kneeling, squatting, forward reaching, reaching about shoulders, stooping and bending forward from standing position, carrying of objects

## TO APPLY

Documents required as part of the application process include:

- A completed application form - Download here: <https://www.catholicyc.ca/careers.html>
- A cover letter and resume
- Three (3) references (will only be contacted if you are selected as our final candidate)
- Agreement to the Model Code of Conduct (see <https://www.catholicyc.ca/careers.html>)

Applications should be submitted by e-mail to: [careers@calgarydiocese.ca](mailto:careers@calgarydiocese.ca). No phone calls please.

Applications will be accepted until **4 pm on October 28, 2021**. Only applicants who are short-listed for an interview will be contacted directly by our office. We thank in advance all applicants for their time in submitting an application and their interest in working within the Diocese.