



**Position Title:** Operations Manager

**Employment Type:** Full-time

**Department:** Operations

**Location:** Burnaby/Kelowna | Remote

### **Position Summary**

Convo Communications Canada, Inc. is a Deaf-owned, Deaf-operated, company that provides communication solutions within Canada. At present, our primary business line is providing Video Relay Services (VRS) for the Canadian Administrator of VRS, Inc. (CAV).

The Canadian Administrator of VRS, (CAV) is a not-for-profit corporation that has been mandated by the Canadian Radio-Television and Telecommunications Commission (CRTC) to design, implement and oversee the delivery of video relay service (VRS) in Canada.

Convo Canada is seeking to hire an Operations Manager to join our leadership team. The Operations Manager is in charge of overseeing the day-to-day operations as well as providing inspirational leadership to expand our business for onsite, video remote interpreting and American Sign Language - English translation services. This job involves making important policy and strategic decisions, as well as contributing to the development and implementation of operational policies and procedures. Priority will be given to applicants who live in, or are willing to relocate to, BC (Kelowna or the Lower Mainland) however, working remotely will be considered.

Convo Canada is an equal opportunity employer and we welcome **everyone** to our team. At Convo Canada, we redefine what it means to give back, we are all about elevating our community to new heights, and this is not possible without people who share the same passion for our culture and identity. If you are driven, passionate about people, seeking a collaborative, inclusive environment and feel we're the place for you then join us to make a difference! If you require any accommodations during the application or interview process, please let us know. In your application, please feel free to note which pronouns you prefer.

## **Responsibilities**

- Provide day-to-day operational management that mirrors the mission and core values of the company. Build, maintain and enhance thriving company operations, contribute positively to sustaining and enhancing the experience for our interpreters and our consumers
- Lead the development and implementation of all interpreting operational strategies, including growing current and future interpreting operations
- Collaborate with the leadership team to develop and implement plans for the operational infrastructure of systems, processes, and personnel management designed to accommodate the rapid growth objectives of on-site, video remote interpreting, and American Sign Language-English translation services
- Develop, implement and review operational policies and procedures
- Collaborate with and support the day to day work of the Interpreting Director and the Workforce Manager
- Stay current with the latest processes, technologies, interpreting business environments, and interpreter satisfaction trends as they relate to technology and systems
- Oversee operational budgeting, reporting, planning, and auditing
- Maintain and expand upon current alliances and partnerships with other organizations/companies
- Analyze daily, weekly and monthly statistical data to achieve the highest level of efficiency and productivity
- Build and automate reportings
- Process timecards for bi-weekly payroll
- Oversee office and facilities communication and management, including ordering supplies and tracking inventory
- Work closely with the financial department to account for all expenditures and reimbursements
- Work closely with the HR department to improve efficiency for employee onboarding and offboarding processes
- Contribute to building an inclusive culture that fosters a phenomenal experience for interpreters, Deaf consumers, and business partners.
- Perform other duties as assigned

## **Skills & Qualifications**

- Excellent people skills, with an ability to partner with a dynamic leadership team
- Demonstrated experience or great potential in general financial planning and cash-flow management, data analysis, operations, overseeing human resources, and/or information technology

- Proven ability or great potential in business development, personnel management, budget and resource development, and/or strategic planning with an ability to build to consensus both in business relationships and among managers, partners, and employees.
- Excellent decision making and creative problem-solving skills, including negotiation and conflict resolution skills.
- Critical, strategic and innovative thinking.
- Ability to work independently and cross-departmentally
- Competency in Google Suite (Google Docs, Google Sheets, etc.)
- Possess personal qualities of integrity, credibility, and commitment to corporate mission
- Flexible and able to multitask; can work within an ambiguous, fast-moving environment, while also striving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems

## **Benefits**

- Collaborating with a high-achieving, experienced, talented, and fun team
- A chance to be part of a rapidly growing start up and the next success story
- Working in a signing-centric environment
- A competitive salary
- A comprehensive benefits package
- Flexible hours
- Opportunity to grow and learn in a dynamic environment

Click [Convo Canada Careers](#) to apply.