



JOB TITLE: Executive Director

REPORTS TO: PRESIDENT

JOB DURATION: FULL TIME PERMANENT (MINIMUM OF 37.5 HOURS PER WEEK)

Job Purpose

The Executive Director is responsible for the successful leadership and management of the Triwood Community Association according to the strategic direction set by the Board of Directors. The Executive Director is responsible for providing all encompassing administrative, accounting and management services in order to have an effective functioning facility. This position is ultimately responsible for the day to day operations.

### **Primary Duties & Responsibilities**

#### **Leadership:**

- Participate with the Board of Directors in developing a vision and strategic plan to guide the organization.
- Identify, assess and inform the Board of Directors of internal and external issues that affect the organization.
- Act as a professional advisor to the Board of Directors on governance issues.
- Foster effective team work between the Board and the Executive Director.
- Conduct official correspondence on behalf of the Board as appropriate and jointly with the Board when appropriate.
- Represent the organization at community activities to enhance the organization's profile.

#### **Operational Planning and Management:**

- Develop a business plan that incorporates goals and objectives that works towards the strategic direction of the organization.
- Ensure that the operations of the Triwood Community Association meet the expectations of its customers and members.

- Manages and administers the efficient and effective day to day operations of the Triwood Community Association.
- Ongoing management and upkeep of office equipment including photocopier, computers, printers and computer software updates as appropriate.
- Draft governance policies for the approval from the Board.
- Prepare and implement operational policies and procedures.
- Ensure that personnel, client, donor and volunteer files are security stores and privacy/confidentiality is maintained.

**Project Management:**

- Ensure that all major capital projects that need to be applied for in upcoming grants are included as per the lifecycle plan.
- As grant approvals are received, ensure that the contracts are awarded appropriately ensuring that cost estimates are accurate with all the proper regulatory requirements.
- Plan capital project work to commence smoothly and with as little disruption to the normal operations of the association.
- Inspect and ensure all work is completed prior to payment of contractors. Ensure appropriate documentation (receipts, invoices, etc) are compiled and ready for submission to funding sources.

**Program Planning and Management:**

- Oversee the planning, implementation and evaluation of the organization's programs, services and events.
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the community.
- Monitor the day to day delivery of the programs and services of the organization to maintain or improve quality.
- Oversee the planning, implementation, execution and evaluation of special projects.

**Human Resource Planning and Management:**

- Determine staffing requirements for organizational management and program delivery.
- Oversee the implementation of the human resources policies, procedures and practices including the development of job descriptions for all staff.
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations.
- Recruit, Interview and hire staff that have the right technical and personal abilities to help further the organization's mission.
- Ensure that all staff receives an orientation to the organization and that appropriate training is provided.

- Implement a performance management process for all staff which includes monitoring the performance of staff on an ongoing basis and conducting an annual performance review.
- Coach and mentor staff as appropriate to improve performance.
- Responsible for all staff disciplinary and terminations when applicable.

**Financial Planning and Management:**

- Prepare Operational and Capital budgets.
- Work with the Board to secure adequate funding for the capital expenditures required to maintain and upgrade existing and/new facilities.
- Approve expenditures within the authority delegated by the board.
- Ensure that effective bookkeeping and accounting procedures are followed.
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization.
- Provide the Board with comprehensive, regular financial reports, including analysis of the budget to actual.
- Ensure that the organization complies with all legislation covering taxation and withholding payments that include GST returns, Charity Return, Revenue Canada and Alberta Corporate returns, WCB and all Alberta Gaming licenses and returns.
- Oversees the rental agreements/lease contracts for facility use.

**Building Maintenance and Security:**

- Overall responsibility for facility requirements that include regular maintenance or testing for furnaces, water testing, fire alarm, vending and office equipment and computers.
- Ensure that the security system and codes are up to date with and users are following security procedures properly.
- Schedule appropriate cleaning of the building and regular maintenance/repairs of the building are completed.
- First contact for alarm security company.
- Ensure that the interior and exterior of the property and buildings are clean and well maintained.

**Community Relations/Advocacy/Marketing:**

- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community.
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, City of Calgary and other organizations to help achieve the goals of the organization.
- Plan, administer and evaluate marketing strategies.

**Risk Management:**

Identify and evaluate the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill and image and implement measures to control risks.

Ensure that the Board of Directors and the organization carries appropriate and adequate insurance coverage.

Ensure that the Board and staff understand the terms, conditions and limitations of the insurance coverage.

**Qualifications****Education**

- University Degree or Diploma in a related field; or a combination of education and relevant experience

**Experience**

5 or more years of progressive management experience in a voluntary sector organization or community based organization

**Knowledge and Skills:**

- Knowledge of leadership and management principles as they relate to not for profit organizations.
- Knowledge of all federal and provincial legislation applicable to voluntary sector organizations including: employment standards, human rights, occupational health and safety, charities, taxation, CPP, EI, health coverage, etc.;
- Knowledge of current community challenges and opportunities relating to the mission of the organization.
- Knowledge of human resource management.
- Knowledge of financial management.
- Knowledge of project management.

**Proficiency in the use of computers for:**

- Word processing and desktop publishing.
- Financial management and accounting.
- E-mail and Internet.
- Facility management.

## **Personal Characteristics:**

The General Manager should demonstrate competence in the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave ethically:** Understand ethical behavior and business practices, and ensure that own behavior and others are consistent with standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameter.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, set and monitor progress towards goals, create and implement action plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organization.

## **Working Conditions**

- Executive Director usually works in an office environment, but the mission of the organization may sometimes require going to non-standard workplaces.
- Executive Director works a standard work week, but additionally may be required to work evenings, weekends and overtime hours.

Please send resume to [triwoodexecutive@shaw.ca](mailto:triwoodexecutive@shaw.ca)

Closing date is September 1<sup>st</sup>, 2018