

At the Federation of Ontario Cottagers' Associations (FOCA), we believe in the power of individuals to shape a better future for Ontario's cottage country. Join a team where your passion for the environment and your drive to make a difference are celebrated. Be part of a community that values diversity, promotes learning, and fosters a culture of innovation. Together, we can preserve and enhance Ontario's natural beauty for generations to come. We are currently seeking a

MANAGER OF OFFICE OPERATIONS

We are seeking an energetic and analytical mind who can adapt to a dynamic work environment while being the grounding force that maintains effective daily operations. You will be at the heart of operations, meeting member needs and ensuring the organization runs smoothly and efficiently. If you are interested in joining a growing organization with a team culture and rewarding work, please forward your resume and cover letter to admin@foca.on.ca. This is a hybrid position, involving frequent work in the FOCA office in downtown Peterborough, Ontario.

FOCA is a non-profit membership organization representing over 525 lake, cottage, camp, road, and rural waterfront residents' associations, and the 250,000 families and voters that own waterfront property across Ontario. Waterfront property owners matter to rural Ontario, stewarding 15,000 km of shorelines and 50 hectares of privately-owned waterfront lands from Kenora to Kingston to Lake Erie to north of Temagami.

The experienced individual will undertake and oversee the daily operations of the office. This is an opportunity to have a significant impact on the organization for a professional dedicated to providing top notch services as well as building and maintaining a diverse environment in which staff and members can thrive. The position offers the opportunity to engage with several disciplines including operations, administration, bookkeeping, and events. The ideal candidate thrives in an environment with shifting priorities and evolving projects.

Candidates who apply should demonstrate exceptional ability to 'get things done', commitment to service excellence, and be a pro-active thinker who can multi-task in a busy environment.

The selected candidate will work with our highly dedicated, professional staff and volunteer base and have strong business acumen, excellent communication skills, and an engaging interpersonal style to carry out the daily tasks of the Federation of Ontario Cottagers' Associations.

APPLICATION PROCESS:

Expressions of interest including resumes will be accepted until July 8, 2024, and should be sent confidentially to admin@foca.on.ca with the words "Application: Manager of Office Operations" in the Subject line.

Information provided by or about candidates for these positions will be used only for candidate selection. We thank each applicant for taking the time and effort to respond; however, only candidates to be interviewed will be contacted.

POSITION DESCRIPTION

Title: Manager of Office Operations

Reports to: CEO

Location: 159 King Street, Peterborough, ON

Direct Reports: 0

Duration: Full-time, permanent position

Salary: \$40,000 - \$60,000, *health benefits, flexible hybrid position*

Position Summary:

The Manager of Office Operations will be principally responsible for the daily operations and membership management, as well as supporting business development and revenue generation goals of the organization. Maintains a positive and friendly company image by acting as the first line of contact to members and partners in person, online, and via telephone.

CORE COMPETENCIES

- 3 years+ Bookkeeping experience. Familiar with QuickBooks Online, Plooto and various other platforms.
- Customer service and association experience are a requirement.
- Strong communication and negotiation skills.
- Excellent organizational, writing and leadership skills.
- Proficient in all Microsoft Office applications and relevant technology/CRM systems, knowledge of Sumac an asset.
- Funding/grant reporting experience would be considered an asset.
- Strong business acumen.

GENERAL DUTIES AND KEY RESPONSIBILITIES:

ORGANIZATIONAL COORDINATION

- Maintain member accounts; record and respond to daily inquiries (telephone, online, etc.); prepare and mail information packages, office mailings, and post office box pick-up and banking deposits.
- Assist in member recruitment and retention.
- Participate in the development of and support the organization's strategic plans.
- Cross-check data between cloud software applications. Verify and update records, merge duplicates.
- Support staff with project implementation.
- Assist with strategies to strengthen and support rural lake and road associations.
- Assist in organizing approved functions, meetings, and events including the FOCA AGM.
- Keep the staff team informed on pertinent calls or information.

FINANCIAL MANAGEMENT

- Manage FOCA's financial transactions, records, authorizations, billing and bookkeeping.
- Monitor the financial performance of the organization.
- Compile and analyze financial reporting packages.
- Prepare annual operating budgets with the CEO and provide monthly and quarterly updates to the Finance Committee of the Board.
- Develop and manage financial controls in accordance with the organization's procedures.
- Assist with applications for funding and manage reporting of funds received.