



## ***Program/Operations Manager Job Posting***

### **Our Story**

Breakthrough Autism is all about helping children with autism reach their full potential and recognizing them as the wonderful individuals that they are. A key part of our Applied Behaviour Analysis (ABA) services is making sure that families are a part of the teaching process. In fact, it's our ultimate goal to empower families with the knowledge, strategies and tools that will enable them to have more control over their children's progress and create teachable moments on their own.

### **About You**

You are someone that keeping things running smoothly. You are known for your exceptional organization and implementation skills. You have supervisory experience and consider yourself a natural coach and leader. You also enjoy looking at business processes from a system-level view to determine where you can create greater efficiencies.

### **About the Role**

The Operations Manager directs and manages the performance of administrative, housekeeping and maintenance staff at our Centre. In addition to developing and maintaining efficient administrative and housekeeping and maintenance procedures, the Operations Manager implements quality control checks to ensure a safe, clean, organized and operative environment for staff and clients.

Responsibilities include:

1. Providing day-to-day management, leadership, and direct supervision to the Administrative & Housekeeping staff using empowerment and skill-building approaches.
2. From a high-level systems view, offering input, feedback, and recommendations to improve processes, quality, and operations at the Centre.
3. Developing goals / targets / key performance metrics for Administrative & Housekeeping/Maintenance staff, developing and revising protocols as required for goal achievement.
4. Creating and implementing regular data reporting procedures to analyze data and measure goal achievement for administrative, housekeeping and building maintenance activities.
5. Implementing quality control checks to ensure a safe, clean, organized and operative environment for staff and clients. Ensuring correct staffing assignments and ratios.
6. Supporting the staff with effective problem-solving and resolution of administrative, operational, housekeeping and maintenance issues. Communicating with client family members regarding any administrative issues.
7. Completing full-cycle project management for Centre initiatives including administrative and facility improvements as well as special events (planning, budgeting, scheduling, risk management)



## Requirements

- A minimum of 5 years of experience supervising administrative and maintenance / facilities staff
- A minimum of 3 years of leadership experience creating and implementing administrative and operational protocols, quality controls, and metrics
- Strong critical thinking and problem-solving skills
- Excellent computer skills including the ability to use Apple products, Google Docs, MS Office Suite
- Demonstrated program management skills
- Demonstrated organization skills and implementation skills
- Able to train and model exceptional customer service standards for staff

Interested? Please send your résumé, along with a cover letter, to [careers@breakthroughautism.ca](mailto:careers@breakthroughautism.ca) referencing code "OPSMGR-WS-JUNE18" in the subject line of the email. The deadline to apply is June 30, 2018.

Breakthrough Autism is committed to making the recruitment process accessible to all candidates; accommodations are available upon request. Thanks in advance to everyone who applies for this position. Please note that only applicants selected for further consideration will be contacted.