

## **OPERATIONS COORDINATOR**

Location: Central Okanagan Division of Family Practice

Status: FULL-TIME

### **POSITION SUMMARY**

The Division of Family Practice is seeking a seasoned and skilled Operations Coordinator for their rapidly growing organization.

#### **Job Summary**

In accordance with the Central Okanagan Division of Family Practice and under the direction of the Executive Director, the **Operations Coordinator** would follow up on staff and projects of priority with the Division. They would manage HR issues and develop progress reports for projects. This individual will be an essential part of the smooth daily operation of our business.

The successful candidate will work closely with, and support, the ED. The candidate will have significant management and staff supervision experience, exceptional time management skills, good communication abilities, and an understanding of task-tracking and project management approaches. The candidate will also need the ability to work in a flexible work environment and adapt rapidly to change.

#### **The Organization**

The Division is a non-profit association governed by local family practice physicians who identify areas to improve care of patients with its members, and work with partners towards solutions and results. The organization gives member physicians a stronger voice in improving patient health care in our community, and provides opportunities to work with partners such as Interior Health, Ministry of Health, GPSC, and other community organizations.

#### **Key Responsibilities & Duties**

- Monitor, control, and manage business operations to meet the organization's expectations and goals
- Liaise between members, staff, and management to ensure smooth delivery of operations
- Coordinate and manage project tasks to ensure project delivery within allotted budget and timelines
- Assign tasks within staff team, where appropriate
- Manage staff requests and concerns
- Coordinate employee evaluations
- Support and promote staff team-building
- Maximize effective communications with staff, members, and stakeholders
- Recognize challenges, problem solve, and elevate where needed
- Support staff development
- Ensure compliance with organization standards and procedures
- Build and maintain strong team relationships through regular meetings and communications
- Evaluate current operational performance, and support or recommend improvements to Executive Director
- Provide direction and guidance to internal teams to achieve performance targets
- Identify problems in operations and work to resolve them in a timely manner
- Follow standard operating procedures for efficient business operations

## Skills & Qualifications

- High school diploma or equivalent required, Bachelor's degree preferred
- 3+ year's experience in an office management or operations coordinator capacity
- Communications and marketing experience an asset
- Proficient with Microsoft Office (especially Excel and Word)
- The ability to work in a flexible work environment and adapt rapidly to change
- Proven ability to work collaboratively with others
- Excellent communication and time management skills
- Highly organized with an aptitude for problem solving
- Able to prioritize tasks and work independently
- Friendly and personable
- Project management experience preferred
- Management experience

*If the above describes the kind of opportunity you are looking for, please apply by submitting your resume and cover letter. We thank all candidates for their interest however only those selected to proceed will be contacted.*