



## **Operations Manager Job Description**

Seva Canada is seeking a full-time Operations Manager to join our small and dynamic team.

### Organization Summary

Seva Canada is an international development organization located in Kitsilano, Vancouver, whose mission is to restore sight and prevent blindness in developing countries. We create sustainable eye care programs that achieve long-term change, are culturally sensitive and reach those most in need – women, children and people living in extreme poverty and isolation. Since 1982, our donors have given the power of sight to more than 5 million people through life-changing surgeries and provided eye care services to millions more.

### Position Summary

Reporting to the Executive Director, the Operations Manager manages the organizations' financial functions, office operations and supports fundraising and marketing activities.

The successful candidate will be a detail-oriented, self-motivated professional with financial management experience, an interest in fundraising or communications, and excellent written and verbal communication skills.

The position includes professional development opportunities and the chance to travel internationally to visit and document Seva's programs.

## Responsibilities

The main responsibilities include, but are not limited to:

- Manage annual budgeting and planning process with the ED
- Oversee monthly and quarterly assessments and forecasts of the organization's financial performance
- Oversee partner budgeting, track expenditures & process funding requests
- Managing day to day finance activities: overseeing bank account activity, issuing payments and wires
- Reconciling monthly activity and preparing a monthly file for the bookkeeper, generating year-end reports, and fulfilling tax and other regulatory related requirements
- Manage the tracking, spending & reporting of major gifts & grants
- Administer payroll, employee benefits and organizational insurance
- Prepare annual audit and act as liaison with all outside vendors
- Be the first point of contact for donors in the office and on the phone
- Maintaining day-to-day correspondence and processing requests from donors
- Record donations, maintain and update the donor database, and generate weekly tax receipts
- Coordinating weekly donor mailings
- Manage volunteers and events
- Manage daily administrative tasks - overseeing office maintenance and supplies

### **Qualifications: About You**

- Post-secondary degree or diploma
- Strong proficiency in Microsoft Office (Excel, Word, PowerPoint)
- Strong interpersonal, written and oral communication skills
- Ability to work within a team and independently
- Experience with budgeting, bookkeeping, invoicing and expense reimbursement
- A track record of initiating and completing projects in a timely basis
- A professional and outgoing manner with the ability to interact tactfully and diplomatically with a wide variety of people
- Strong organizational skills and ability to manage competing priorities in a fast-paced environment
- Detail-oriented, ability to adhere to and maintain administrative procedures
- Ability to travel internationally
- Flexibility to work evenings and weekends on occasion

### **Assets:**

- Experience using Quickbooks Online
- Experience using donor databases such as ETapestry or other Blackbaud products is a plus
- Experience in marketing and communications or fundraising
- Interest in international development and/or the not-for-profit sector

Please apply with your resume and cover letter to the Executive Director at [director@seva.ca](mailto:director@seva.ca) by **March 31, 2020**. We thank all applicants for their interest. Only those selected for an interview will be contacted.