



YARMOUTH ASSOCIATION FOR COMMUNITY RESIDENTIAL OPTIONS

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Yarmouth Office
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Yarmouth, Nova Scotia
B5A 4K5

April 29, 2021

COMPETITIONS

One permanent full time Yarmouth Social Enterprises Operations Manager

Applications should be sent to:

Brian Nickerson – HR Director

Fax: 902-742-0156

E-mail: Nickerson@yacro.com

Address: 6 Thurston Street
Yarmouth, Nova Scotia B5A 4K5

CLOSING DATE: May 6, 2021 at 4:30 pm

Job Summary:

The Operations Manager is responsible for developing prevocational, vocational and work options for persons with disabilities. They supervise the work of unionized and non unionized Community Support Workers and Social Enterprise Employees employed to work in the social enterprises. The Operations Manager is responsible for providing leadership and support required to create appropriate working teams for each of YACRO's social enterprises, along with the Vocational Program. In addition, the Social Enterprise Manager is responsible to aid the Program Director in the public relations and marketing of all endeavors within the social enterprises.

Major Responsibilities:

- In concert with the Program Director, the Operations Manager is responsible to foster and create an inclusive workplace, creating job opportunities for people with disabilities.

- In concert with the Program Director, the Operations Manager is responsible for pursuing business opportunities that align with the social mission of the YACRO Social Enterprises.

The Operations Manager will achieve the above by:

- Advocating and applying for any available grant funding for social enterprise employees
- Working to ensure that the social enterprises maintain the highest standards in their respective communities
- Networking and building professional relationships to promote and enhance the social enterprises with the public
- Interpreting and communicating the philosophy and programs of the social enterprises to the community
- Interpreting/communicating and working within union contracts
- Providing supervision, scheduling and training for unionized and non-union employees, including coaching, counseling and evaluations.
- Providing mentorship to a variety of employees with various barriers.
- Working with a variety of employees with various barriers to develop employment goals and employability skills.

Managing Retail Operations including:

- Scheduling / payroll
- Quoting on and overseeing the production of new products for sale
- Quality control of all products produced for sale
- Invoicing for retail operations
- Daily manufacturing management
- Mentoring employees
- Providing orientation and training of staff/employees
- Leading Team Meetings
- Providing inventory management
- Researching, recommending and ordering of equipment and supplies
- Providing and promoting exceptional customer service
- Attending Partnership Meetings
- Management of product costing
- Quoting on and overseeing custom project requests
- Product Research and development
- Reviewing petty cash and signing off
- Oversight of Assistant Managers
- Preparing monthly reports as required

Promotion/Marketing

- Building and fostering a customer network base for all social enterprises
- Researching current market trends applicable to all social enterprises, i.e. food, retail, quality, customer patterns, etc.
- Implementing and promoting of all branding for the social enterprises
- Monitoring social media for all operations

Managing Vocational Operations including:

- Scheduling / payroll
- Overseeing daily programs
- Research and development of new programming
- Managing and tracking progress of participants
- Intake of new participants
- Overseeing weekly recreational events
- Attending meetings when required
- Maintaining and developing community partnerships

Formal Education/Certifications/Experience:

Post-secondary education and experience in the field of working with people with barriers to employment and disabilities will be considered an asset.

Minimum of two years management and supervisory experience is considered an asset.

Proven ability to write at a professional level.

Proven exceptional communication skills.

Proven ability to work in a high pace environment.

Experience working with computers, computer programs and software. Familiar with Microsoft office, specifically excel and working with spreadsheets.

Up to date core competencies including core comp refreshment, NVCI, First Aid, and Food Handlers.

The successful application must be like-minded to the principles and values of YACRO and Social Enterprise.

This is not a Bargaining unit position