

JOB PROFILE

DIRECTOR OF OPERATIONS

Working Hours:	Monday – Friday 8:00am – 4:00pm; up to 40 hours per week
Location:	Langley Senior Resources Society – Recreation Centre 20605 51B Avenue, Langley BC
Benefits:	Comprehensive benefit package after successful completion of probation period
Conditions of Employment:	• Complete satisfactory Criminal Record Check for the Vulnerable Sector • Must be fully vaccinated against Covid 19 (proof is required)
Reports to:	Executive Director
Direct Reports:	4 Managers – Facilities, Community Services, Kitchen and Catering Services, and Programs and Member Engagement

About Us

Langley Senior Resources Society is an independent and not-for-profit organization providing recreation, education, and social programs and comprehensive supportive services to seniors in the City and Township of Langley. Programs and services are delivered at our two locations and in partner sites throughout Langley. Our dedicated staff, and over 200 volunteers, serve Langley seniors with heart and compassion every day.

Summary of Role

The Director of Operations is a mission-driven, strategic, hands-on leader reporting to the Executive Director and serving on the leadership team. The role ensures efficient, compliant day-to-day operations aligned with organizational strategy, builds infrastructure to support growth and expansion, oversees internal operations (including HR, facilities, systems, and compliance), and strengthens systems to deliver high-quality services for older adults.

The Director of Operations will directly supervise four department leaders and conduct their work, and those that report to them, with our values in mind. They will serve as a key partner to the Executive Director in shaping and guiding the organization through its next phase of evolution, growth and community impact.

KEY DUTIES & RESPONSIBILITIES

1. Operational Leadership & Strategic Implementation

- Translate the organization's strategic plan into operational workplans with measurable outcomes.
- Identify, design, and implement operational improvements to enhance service delivery, efficiency, and sustainability.
- Develop and monitor key performance indicators (KPIs) and dashboards.
- Lead cross-departmental planning and coordination.
- Ensure policies, procedures, and systems align with regulatory requirements and best practices.
- Support the Executive Director in organizational planning, board reporting, and special initiatives and projects.

2. Human Resources & Talent Management

- Oversee all HR functions, including:
 - Recruitment, hiring, and onboarding; working closely with managers to make final hiring decisions.
 - Performance management systems including the development, review and maintenance of a strong performance management framework, including goal setting, coaching, and annual reviews.
 - Employee relations and conflict resolution.
 - Compliance with BC employment laws and nonprofit regulations.
- Ensure training required by funders, or to align with best practices, is provided to identified roles.
- Ensure cost-efficient professional development opportunities are available and provided strategically to employees to build capacity and skill level.
- Foster a culture of accountability, collaboration, and continuous improvement.
- Ensure adherence to inclusive workplace principles and best practices.
- Coach and guide managers in effective and value-based people management.

3. Financial & Administrative Oversight

- Partner with the Executive Director, Managers, and Finance team to monitor budgets and financial performance, including providing timely reports as required.
- Ensure internal controls and operational procedures protect organizational assets. Eg. Cash handling, inventory control, membership fee fraud, etc.
- Oversee vendor management and contract negotiations.
- Support grant compliance and reporting requirements.
- Manage risk mitigation, insurance coverage, and regulatory compliance.

4. Facilities, Systems & Infrastructure

- Oversee facility operations, safety, maintenance, and accessibility compliance.
- Ensure systems (technology, databases, reporting tools) support operational efficiency.
- Evaluate and implement new tools and platforms as needed.
- Maintain emergency preparedness and risk management protocols.
- Ensure programs operate in safe, senior-friendly, and accessible environments.

5. Team Leadership & Organizational Culture – align with our values.

- Directly supervise four department leaders, providing coaching, guidance, and professional development.
- Build leadership capacity within the management team.
- Promote clear communication across the organization.
- Model mission-driven leadership focused on serving older adults with dignity and respect.

OTHER DUTIES

- Perform other duties as assigned by the Executive Director.

CORE COMPETENCIES

1. Operational Excellence: Ability to develop workflows and implement process improvements for office efficiency; ensure mission alignment and service orientation.
2. Strategic Implementation: Ability to lead cross-functional initiatives and convene working groups to meet priorities.
3. Diplomacy & Discretion: High level of sound judgment required to manage complex matters and sensitive information.
4. Data-Informed Decision Making: Skill in coordinating operational and financial data to support leadership priorities.

QUALIFICATIONS

- Bachelor's degree in business administration, public administration, non-profit management or related field.
- 5+ years of progressive administrative leadership experience, preferably in a non-profit setting.
- Specialized training in employment law, recruitment, performance management, or other HR disciplines are beneficial.
- A solid understanding of BC Employment Standards, WorkSafe BC, and HR best practices.
- A combination of education and experience.

REQUIRED EXPERIENCE AND SKILLS

- Ability to navigate senior-focused environments and interact respectfully with older adults, families, volunteers, and community partners.
- Consistently demonstrate stakeholder diplomacy.
- Exceptional project management skills, including a strong aptitude for managing multiple priorities simultaneously.
- Demonstrated experience leading organization change, growth initiatives, and system implementation projects.
- Experience in human resources, conflict resolution and/or negotiation.
- Experience supervising and managing staff and consultants to achieve project deliverables.
- Knowledge of food safety regulations, inventory management, cost control, and revenue generation would be considered an asset.
- Strong critical thinking abilities, demonstrating exceptional judgment, discretion and decision-making skills.
- Ability to work independently and with minimal information, exhibiting resourcefulness
- Ability to remain calm and clear in stressful situations.
- A positive team player who thrives in a cooperative, collaborative environment.
- Superior verbal and written communication skills, ability to understand and synthesize complex ideas, and confidently interact with different audiences.
- A careful and perceptive listener with an empathetic understanding of employees' needs and interests.
- Self-motivated, organized, systematic and able to prioritize, schedule and perform complex tasks on time and with minimal supervision.
- Demonstrate analytical skills with attention to detail and a high level of accuracy.
- Proficient with Microsoft Office (Outlook, Word, Excel, PowerPoint, and MS Teams)
- Resourceful, innovative, optimistic, and flexible to embrace new opportunities and the evolving needs of a growing organization.

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Updated by:

KLudlam

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