

Operations Manager – Shelter Movers Calgary

Role Description

Last Updated: May 18, 2023

Role Details [will be in bubble icons on the website]:

- Job Type: Part-time 21 hours/week (flexible)
- Salary: \$27-\$30 per hour* depending on skills and experience
- Location: Calgary, AB, Canada (Remote position with some in-person meetings and events, including attending moves or visiting storage locations.)
- Time Commitment: On-call hours on some weekday evenings and weekends. Please note: an 'on call' shift means that the work isn't continuous; it's more a matter of answering urgent messages within a set time frame during your shift.

About this Role

Shelter Movers is seeking an Operations Manager to oversee all aspects of the moving and storage services of Shelter Movers in their local Chapter and work closely with their team to ensure smooth operations. Reporting directly to the local Chapter Director and National Director of Operations, the Operations Manager is responsible for supervising/supporting teams; developing/maintaining relationships with shelters, referral agencies and operational partners; managing projects; and supervising/supporting volunteer recruitment and onboarding efforts.

The Operations Manager role is the best fit for an individual with project/team management experience who has strong communication, problem-solving, volunteer management and organizational skills. A reliable worker with strong ethics who can comfortably lead a large team remotely would be an ideal candidate for this position.

About Shelter Movers

- A national charitable organization that provides free moving and storage services to individuals and families fleeing abuse. Shelter Movers is the only service of its kind in Canada.
- Powered by over 2,000 volunteers across Canada, Shelter Movers currently runs chapters in Greater Toronto, Ottawa, Montreal, Nova Scotia, Vancouver, Waterloo and soon, the Prairies!
- Since 2016, Shelter Movers has completed over 5,000 moves, transitioning women and their children to lives free of abuse.

Who will love this job:

- A caring, compassionate and competent individual who understands the intersectionality of challenges faced by women and particularly survivors of abuse in the local community
- An ally wanting to play a tangible role in breaking the cycle of gender-based violence in Canada.
- A changemaker looking to create a meaningful impact for families experiencing abuse

What you'll be responsible for:

- Supervising and supporting the Intake, Move Coordination, Scheduling, and Lead Movers team supervisors
- While on shift, being available by phone and on Slack to Intake, Move Coordination, Lead Mover, and Scheduling teams to discuss any urgent operational issues
- Developing and maintaining relationships with shelters and other referral agencies by delivering informational presentations, checking in with agency managers routinely and directly addressing concerns when they arise
- Maintaining relationships with operational partners (i.e. vehicle rental company, storage company, security company, translation services, pet fostering) by delivering informational presentations, checking in with company managers routinely and directly addressing concerns when they arise
- Chairing regular local Operations meetings with team supervisors and any other relevant staff to review the current status of storage, staffing, partnerships etc. As well as to address any operational concerns
- Meeting regularly with Chapter Director & National Operations Director to provide critical updates, reports, and statistics where necessary to demonstrate the effectiveness of current operational policies and procedures
- Managing ongoing and temporary projects (i.e student placements) as needed
- Working closely with Volunteer Services Manager to coordinate recruitment efforts relevant to the Operations team (i.e. all Admin Volunteer roles & Mover/Driver roles), including identifying operational roles and creating appropriate job descriptions
- Supporting the Volunteer Services team in new volunteer onboarding for Operations roles by providing updated information for volunteer orientation presentations as needed
- Maintaining local sections of the operational manuals and documentation for Intake, MC, Scheduling & Lead Movers
- Available as a backup to any local operational roles as needed, including on moves

The ideal candidate:

- Project and/or team management experience

- Strong communication and problem-solving skills
- Fully bilingual with Strong written and spoken French and English skills is an asset
- The ability to maintain a voice that is supportive, approachable, trauma-informed, anti-racist, anti-oppressive, client-centred and inclusive and accurate in all areas of communication
- Knowledge of the Violence Against Women and Gender Based Violence sectors, specifically women's shelters an asset
- Comfortable remotely leading large teams
- Volunteer management experience an asset
- Strong ethics and strives for integrity and excellence in all areas of responsibility
- Strong organizational skills and reliable work habits

Perks at Shelter Movers:

- Competitive salary
- Health/Dental benefits
- Employee Assistance Program
- Discounted fitness membership
- Paid time-off

Note that the successful candidate will be subject to the successful completion of a criminal background check and reference check.

Equal Opportunity Statement

Shelter Movers is an equal-opportunity employer. We welcome applicants from all backgrounds without regard to age, colour, race, sex, religion or belief, national or ethnic origin, sexual orientation, gender identity or expression, marital status, family or parental status, genetic characteristics, or physical or mental disability. We provide employment accommodation in accordance with provincial legislation. To request a reasonable accommodation, contact amy@peopleopscollective.com

Covid-19 Hiring Statement

Shelter Movers continues to operate and provide our unique moving and storage services, notwithstanding the COVID-19 pandemic. We have implemented stringent safety measures to protect our volunteers, staff, partners, and clients.