



Work of Your Hand

[www.workofyourhand.com](http://www.workofyourhand.com)

# Operations Manager

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## Position Summary

Work of Your Hand is looking for an Operations Manager to oversee the day-to-day operations of the organization in Calgary, AB, Canada. This position will be permanent, part time with an average of 15 hours per week. The ideal candidate will have strong computer, accounting, administrative, interpersonal, and organizational skills. Bookkeeping experience is necessary with knowledge of Quickbooks being an asset. Peak work times are July through December.

The Operations Manager will ensure continued adherence to the policies & procedures, manuals, statements of faith, and covenants for Work of Your Hand.

## Job Description

This position's responsibilities include, but are not limited to:

### General Duties

- Administration & Human Resources
- Inventory Management
- Finance

### Reporting Relationships

- Reporting to: Executive Director
- Supervises: Staff and Volunteers
- Partners with: Volunteers and Work of Your Hand Board Members

### Core Responsibilities

- Administration and Staff & Volunteer Management (30%)
  - Plan and implement procedures and systems to maximize operating efficiency
  - Organize and plan handicraft projects; assist with fundraising and sales events to ensure annual goals are met
  - Attend board meetings as required
  - Monitor and assist staff and volunteers with work progress
  - Coordinate volunteer requirements
  - Communicate and engage with volunteers
- Customer & Donor Relations (20%)
  - Maintain current sales and relationship with customers and donors
  - Develop and implement strategies to increase sales and donations (in consultation with the Executive Director and Staff)
- Inventory Management (20%)
  - Receive and process product shipments, including bar coding and preparing products for sale
  - Ensure order fulfilment
  - Conduct quality control
  - Carry out year-end physical inventory count
  - Devise ways to optimize inventory control procedures and efficient handling of products
- Finance (30%)
  - Record and maintain financial records, including tracking of sales, donations and expenses
  - Process payroll and associated accounts

## About Work of Your Hand

Our vision at Work of Your Hand is: "A JUST world where the poor have dignified work and whose community is transformed by the love of Jesus."

Individuals interested in this employment opportunity may apply by submitting a resume and cover letter to [webquery@workofyourhand.com](mailto:webquery@workofyourhand.com) by December 1, 2017 with the subject line: "Operations Manager Application."