



Director of Operations & Events

Updated December 2024

Reporting to the COO & Regional Director, the Director of Operations & Events is a multifaceted role, combining operational management, planning and execution of program and events logistics and leadership to align with the organization's mission.

Duties & Responsibilities

Operations Processes Oversight

- Oversee the day-to-day implementation of operations processes across the organization, ensuring efficiency and compliance
- Regularly assess process effectiveness, making recommendations for improvement and implementing approved proposals
- Establish and maintain the process for efficient vendor selection
- Develop strategies for cost-savings

Program & Event Logistics Planning & Execution Oversight

- Develop and oversee a comprehensive Regional Calendar of programs, workshops, trips, donor-related events, including galas, auctions, donor appreciation events, and golf tournaments
- Ensure execution of all aspects of program and event logistics to meet the desired expectations of the program directors/leads and organizational standards that align to the mission
- Create and manage event timelines, budgets, and project plans
- Research and engage performers and guest speakers based on current trends and research
- Oversee effective and efficient end to end program and event logistic execution from venue selection and management, permits, contracts, travel, accommodation, catering, entertainment, transportation, décor, security, etc.
- Ensure timely setup and take down of events/programs including all supply pickups and returns
- Identify potential logistical challenges and proactively address them through effective problem solving and the development of contingency planning
- Communicate and collaborate with internal and external teams regarding administrative matters, events and conference details, updates and instructions to all involved parties. (This may include communicating with parents regarding trips and event information, payments, and addressing any concerns they may have.)
- Manage travel arrangements related to events

Disclaimer: This job description is designed to indicate the general nature and level of work performed by employees within this role. It is not designed to confirm or be interpreted as a comprehensive summary of all duties, responsibilities, and qualifications required of employees assigned to this job.



- Oversee event registration and work with the Development team to track donor contributions and attendance
- Coordinate with board members, donors, volunteers, and key stakeholders to ensure their active participation and support for events
- Maintain accurate event records, including budgets, guest lists, and donation tracking, in the database

National Office Liaison/Collaboration

- Collaborate with the National office legal department on all contracts and policies
- Liaison with the National office for IT and tech related matters
- Create annual procurement reports for the National Office and local CFO

Team Management

- Assign appropriate Logistics staff to every program and/or event to ensure execution to organization's standards
- Supervise and mentor logistics team staff and foster a positive and collaborative work environment
- Develop and inspire an engaged and high performing team by setting clear expectations, holding the team accountable and providing ongoing coaching and mentorship through regular one-to-one meetings and formal development discussions
- Provide training and support to new staff, ensuring they receive appropriate training and are equipped for their roles

Budget and Resources Management

- Monitor expenses against budgets and reports for programming and fundraising events and ensure alignment to company financial goals
- Collaborate with the finance team to develop and manage the organization's budget
- Manage all operational aspects of the company's physical resources including leases, equipment and facilities
- Review facility contracts and provide cost analysis
- Liaise with property management
- Source, quote and purchase new equipment and supplies, as needed

General Leadership

- Complete all administration associated with role accurately and by required deadlines (i.e. budget, KPIs)
- Communicate with leadership and peers about successes, opportunities and lessons learned to facilitate continuous improvement
- Attend events, as required, which may include day, evening, overnight and/or weekend travel

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- Recruit and train participants, employees or volunteers as required, and actively oversee their development and contributions to the organization
- Participate in fundraising and other organization-wide initiatives, as assigned
- Other duties as assigned

Qualifications

Education and Experience

- ⊘ Minimum seven (7) years of experience in event planning, logistics, or program management
- ⊘ Experience in the not-for-profit sector preferred
- ⊘ Prior experience working in a Jewish organization is an asset

Skills and Competencies

- Strong organizational and project management skills with the ability to manage multiple events simultaneous
- Excellent interpersonal and communication skills, with the ability to inspire and motivate teams
- Budget management and fundraising expertise
- Strong negotiation skills
- Creative problem-solving skills and adaptability in dynamic environments
- Proficiency in event management software and tools is an asset

Location: 4 days a week in office

Schedule: Monday to Friday with periodic weekend travel for Shabbatons and/or regional conferences throughout North America

Compensation: Competitive and commensurate with experience.

Application Process:

Please email your resume and cover letter to hr@ncsy.ca and note DIRECTOR OF OPERATIONS & EVENTS in the subject heading of your email. We thank all who apply; however, only applicants chosen for an interview will be contacted.

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