

Job Title: Operations & Communications Manager – Watoto Canada
Reports To: Country Director
Department: Watoto Canada Operations & Communications
Location: Hybrid (Office in Burlington, Ontario)
Schedule: Monday to Friday; This is a 14-month maternity leave contract role

Main Job Purpose (Operations):

The Operations and Communications Manager oversees the safe, efficient, and cost-effective operation of the Burlington office, including maintenance and upkeep of its infrastructure, equipment, and premises.

Main Job Purpose (Communications):

To serve as the main representative and communications administrator for Watoto Canada.

Statements of Responsibility:

Operations:

- Provide feedback, organize check-in meetings, and monitor results of choir and sponsorship roles. Liaise with each staff member to problem-solve, make decisions, and implement strategy as directed by the Country Director
- Liaise with the Director of Finance and Country Director on the implementation of strategy and new policies/procedures; assist with annual budgets and expense management
- Always strive to improve office efficiencies, streamline processes, minimize costs, and increase customer satisfaction (both internal and external) and uphold Watoto Core Values
- Maintain office systems and databases. This includes serving as the Watoto Canada Office WISE manager and Blackbaud Raiser's Edge database manager
- Liaise with office staff and outside businesses/contractors regarding IT issues: network/server, computer hardware and software, backup system, website and online database
- Maintain phone systems, voicemail and cell phone assignments
- Liaise between landlord, repair technicians and office staff regarding building maintenance and scheduling (lights, electrical, plumbing, HVAC, physical structure, fire extinguishers and inspections/testing) (task shared with Country Director)
- Liaise with building contractors regarding interior building projects and renovations (e.g. project management)
- Be responsible for organizing janitorial services and office supplies
- Main/secondary contact person for the security system; respond to alarm alerts during closed hours
- Assign keys and alarm codes and maintain records of all assignments
- Receive and maintain current records of all staff emails, User IDs and access codes for all their various accesses (server logins, software requiring passwords, credit card numbers, shopping/ travel reward memberships, etc.)

- Configure Square terminals and manage all technology equipment for Choir, general events, and all staff in conjunction with Choir Tour Coordinator
- Manage Square – the POS & Online Sales (seasonal) platform used by the Choir
- Organize print jobs and assist with the planning and execution of major projects, initiatives or campaigns (e.g. Golf Challenge/ Spring Fundraising Gala) in conjunction with the Director of Finance and Country Director
- Liaise with Uganda Head Office regarding the purchase of Neighbourhood product. Arrange with our broker (currently Livingston International) to ensure all product imported from Uganda into Canada is imported efficiently, with minimal disruptions and in accordance with Canadian import laws
- Review Customs filing with Director of Finance prior to payment of customs and brokerage fees to ensure compliance with CBSA CARM regulations
- Assist the Choir Tour Coordinator and Finance Director with determining retail pricing for all merchandise. Assist the Choir Tour Coordinator with taking inventory of all merchandise
- Register and assist with logistics for Watoto when at prominent conferences throughout Canada
- Liaise with the Finance Department effectively and in advance regarding travel plans and credit card limit needs
- Liaise with the Watoto office staff regarding travel schedule and in office/out of office schedule as well as sick leave and vacation for the choir and sponsorship coordinators
- Arrange for CD and vinyl duplication of albums (including artwork and audio files) to be produced through a CD duplication company. Purchase all mechanical licenses as required
- Arrange for payment of royalty fees and profit-sharing fees to Uganda as applicable in conjunction with the Director of Finance
- Variety of additional tasks/duties that arise
- Assist the Choir Tour Coordinator with the following tasks:
 - Submit product orders to the Uganda office to ensure adequate time for order completion; assist choir with initial product display and setup
 - Order in-country merchandise
 - Manage inventory: Track sales, profit margins, profit & loss forecast, etc.
 - When requested, assist Country Director with hiring & managing Bus Driver(s)
 - Maintain in-country manual for choir in conjunction with the choir coordinator, finance and sponsorship team

Human Resources:

- Help with pre-hire human resource issues, including drafting employment ads, screening resumes and possibly assisting in interviewing prospective employees; assist in the hiring decision-making process
- Oversee orientation of new non-finance employees and keep orientation package up to date.
- Additional tasks as needed

Communications:

- Be the main contact for all communications-related activities and materials for Watoto Canada.
- Work strategically with the Country Director and the Watoto Global Communications team on Communications plans and initiatives
- Assist with minor graphic design edits to support Watoto Canada's activities, with the commitment to ensure the proper approval process from Uganda is followed. Assist with the Country Director's annual report to the board of directors
- Manage monthly emailers (sometimes less frequent) for Baby Watoto, Neighbourhood Mother and Watoto Childcare updates. Proofread all emailers and schedule them to be mailed out via email marketing platform such as Constant Contact and/or Raiser's Edge
- Post to all Watoto Canada social media platforms (Facebook and Instagram) regularly using Meta Business Suite and respond to any inquiries/messages received from followers
- Manage all aspects of the large-scale annual Christmas mail-out project to Sponsors and Donors and work with a local printing company
- Proofread all other materials sent by Uganda and Global Communications Team
- Help plan and manage strategic fundraising campaigns and strategic advertising/marketing campaigns including all email campaigns, sometimes in conjunction with a third-party event planner
- Assist the Choir Tour Coordinator with communication between the Watoto choir leaders and Canada office
- Travel as needed to assist with the Choir arrival and departure (usually one week in January and one week in July)
- Ensure thank-you letters for major donors are sent using Raiser's Edge (being set up)
- Ensure professionalism of communication from all departments
- Liaise with the Country Director and the Choir Tour Coordinator regarding the choir schedule across Canada
- Assist the finance team with the distribution of tax receipts in January/February each year
- Assist the Communications and Sponsorship Teams in Uganda with annual update proofreading and edits (sent in April/May)
- Coordinate the distribution of the Annual Update to all sponsors, both digitally and by mail
- With assistance, upload all choir concert dates to the Watoto website using WordPress

Relationships and Contacts:

- Canadian Country Director, Director of Finance, all office staff, landlord, outside businesses and contractors, other Watoto International staff

Qualifications, Experience and Skills/Abilities Required for this Position:

- Strong professional communication skills, both written and verbal
- Excellent customer service understanding and practices
- Ability to lead people and chair meetings
- Ability to learn/embrace the vision of Watoto
- Organized, efficient, eye for detail and accuracy, good record keeping, sound administrative and computer skills
- Highly motivated and results-oriented
- Knowledge/understanding of what is needed to run an efficient office
- General knowledge/understanding of infrastructure and IT issues, and operation of business machines
- Proven ability in a management position within an organization an asset
- Ability to resolve issues with confidentiality, respect and diplomacy, in compliance with office policies
- HR soft skills and current knowledge of Canadian labour and ESA laws an asset
- Self-motivated, passionate, friendly, personable, and creative
- Well organized and attentive to detail. Able to work within set timelines
- Ability to work towards and achieve clear targets.
- Ability to simultaneously and effectively oversee multiple tasks
- A strong focus on the value and importance of building and maintaining long-term relationships
- Experience using Microsoft Office programs (Word, Excel, Outlook). Technology savvy and comfortable utilizing an online database; knowledge of social networking such as Instagram, Facebook, Blogging, and other online media
- A working knowledge of Blackbaud Raiser's Edge an asset
- Ability to take initiative and work well under supervision or independently
- Ability to liaise well with multiple stakeholders

Working Conditions

In-office at the Burlington, Ontario office one day per week. (may increase with notice) May be more often in choir season. Working from home other days (Monday to Friday). Communication takes place through Microsoft Teams, by phone, email and in person. Travel is required a few times a year. International travel may be required on rare occasions.