

JOB DESCRIPTION

Position Title:	Operations Administrator
Reporting To:	President and CEO
Direct reports:	None

About the BC Chamber of Commerce

With a rich history that spans over 70 years, the BC Chamber of Commerce (the Association) is the province's largest business organization that represents 100 Chambers of Commerce and Boards of Trade and 36,000 businesses of every size and from every sector and region of the province.

Positioned at the heart of business and with an extensive network of partners and stakeholders, the Association, through its member engagement activities, is uniquely positioned to “Know What’s on BC’s Mind” and to translate what it learns into smart policy and finely tuned advocacy aimed at creating an economic environment where businesses thrive.

The Association’s needs

The Association is looking for a dynamic and experienced individual with a proven track record in operations administration to support and evolve the Association’s operational functions. Reporting directly to the President and CEO, the position is offered on a full-time basis starting March 2025.

Primary responsibilities

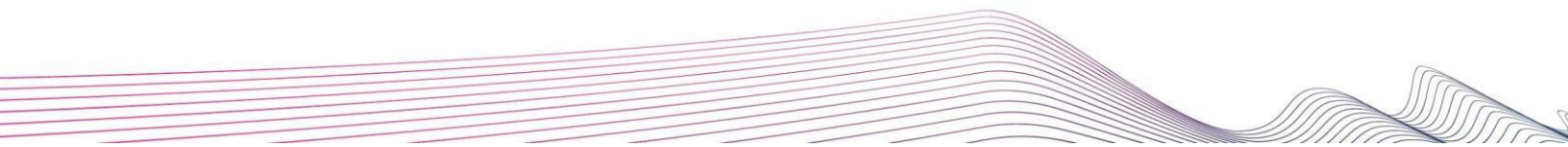
As a member of the Association’s leadership team, your primary responsibility will be to maintain and evolve operational excellence with regards to the Association’s operational processes, technologies and engagement with members, non-members and stakeholders (our People), including but not limited to:

1. General

- a. Understand the components of the vision, purpose and values of the Association, along with its business model, operational and technology infrastructure, target audiences etc.
- b. Work cross-functionally to develop infrastructure – that includes data collection and analysis – to support operational performance and decision-making e.g., through Google analytics, Zoom and Dropbox activity etc.
- c. Work with President and CEO to manage special projects on an as-needed basis.

2. Processes

- a. Human Resources
 - Support the President and CEO with activities related to recruitment, onboarding, and training of staff.



- b. Membership Support:
 - Support the Director, Member Experience in member engagement activities.
- c. Events and Partnerships:
 - Support the Director, Events and Partnerships with administration of virtual and in-person events, including set-up, registration etc.
- d. Finance
 - Manage relationships with external service providers, updating Finance as needed.
- e. Marketing and Communications
 - Work cross-functionally to compile content for social media (that is posted by a contractor), post content e.g. News Releases, to the website, and set up E-blasts for circulation to our readership.
 - Work cross-functionally to compile agendas for the monthly provincial network calls.
 - Develop the draft minutes of the monthly provincial network calls for review/approval by the Director, Member Experience, prior to their release.

3. Technologies

- a. Implement regular content updates to the web platform.
- b. Maintain various systems and technologies ensuring that all operational documentation is current.

4. People


- a. Cultivate strong relationships with the chambers of commerce and boards of trade across the province for the purpose of supporting value-focused initiatives.

About you

You are:

- An ambitious, entrepreneurial individual, who is unafraid to constructively challenge the status quo in order to achieve continuous improvement
- A resourceful self-starter with strong leadership and problem-solving abilities
- A relationship builder, who engages easily with a range of audiences, attaching a high premium to being curious, listening carefully and understanding before developing thoughtful, responsive next steps

Qualifications and experience

- Post-secondary degree, diploma or equivalent in business or a related field
 - Minimum of 5 years' experience in operations administration in a public, private and/or non-profit setting
 - Deep understanding of member-focused program planning and execution
 - General understanding of provincial and federal economic and political issues, specifically related to potential impacts on small- and medium-sized businesses
 - Understanding of the BC Chamber of Commerce is beneficial
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Core competencies

- Team player with ability to work independently and in a small, highly collaborative team environment
- Exceptional project manager with ability to prioritize, multi-task and deliver on time and on budget
- Ability to use and understand computer systems and software including O365
- Go-getter, goal oriented and comfortable actively contributing to the achievement of individual and team Key Performance Indicators
- Astute and effective communicator – verbally and in writing

Core qualities

- Member-centric and passionate about helping people
- Principled; maintains a commitment to a high standard of business practice that is aligned with personal values
- Innovative and comfortable with constructively challenging the internal/external status quo
- Naturally curious, a good listener and thoughtful responder; maintains a high level of positivity, team spirit and camaraderie, even during challenging times

General

- Work is primarily performed in a professional hybrid office environment
- Availability to work/attend events that take place early morning, evenings/weekends
- Valid and clean BC Driving License and access to a vehicle is beneficial but not essential

Compensation

- Full-time \$50,000-\$75,000/year - 37.5 hours/week
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