

**Multicultural & Immigrant Services Association of North Vancouver Island  
(MISA)**

MISA has a 30-year history providing services to support newcomers settling in communities on North Vancouver Island. Our Board has recently taken the decision to create this position to ensure there is collaborative oversight of all our internal functions. We are seeking an Operations Manager who will work closely with service leads to ensure coordinated and efficient service delivery. With our Operations Manager ensuring top notch service delivery for newcomers, businesses and community service organizations, our Executive Director will have the platform to work in concert with the community and funders to build a diversified funding base for our programs.

**JOB TITLE: Operations Manager**

**LOCATION: Onsite in-person 5 days a week in Courtenay and/or Campbell River**

**REPORTS TO: Executive Director**

**WORKING HOURS: Monday to Friday 9-5**

**COMPENSATION: \$64,500-\$74,500 (based on qualifications and experience) and a generous benefits package that includes employer contribution to RRSP, and health and wellness benefits, of \$5,000 annually; and 3 weeks holiday time in the first year, increasing every year (one of those weeks falls in the week between Christmas Day and New Years Day)**

**POSITION SUMMARY:**

MISA is in a profound period of change and renewal, expanding its vision and impact. The Executive Director (ED) and Board seek an Operations Manager to lead the organization and translate the new strategic plan into action over the next 3 years. The Operations Manager holds responsibility for both financial and operational oversight. They will ensure there are well-functioning and values-led operations across four office locations, including people and culture, finance, risk, and organizational infrastructure.

This role is well suited to a leader with strong people skills who is comfortable operating at the intersections of operations, finance, and mission alignment. This is the organization's second-in-command and will hold decision making on operations, enabling the ED to focus on vision, strategy, partnerships, and philanthropy.

### **CORE COMPETENCIES:**

- Management of human and financial resources
- Strategic, thoughtful, pragmatic, and execution-oriented
- Calm, with seasoned intercultural and relation building skills
- Clear communicator who builds trust across teams
- Comfortable operating as a second-in-command

### **KEY DUTIES AND RESPONSIBILITIES:**

#### **Organizational Leadership and Strategic Plan Implementation**

- Translate mission, vision and strategic priorities into annual plans, KPIs, budgets, and cross-team execution frameworks
- Oversee day-to-day internal operations including leading the service team
- Model clarity, collaboration, and accountability across the organization

#### **Financial Leadership and Performance Oversight**

- Oversee finance, budgeting, compliance, and financial reporting, working closely with HR and Finance
- Manage the annual operating budget, oversee accounts payable/receivable, and coordinate with auditors for annual reviews
- Support resource allocation decisions by linking financial insight to strategic priorities

#### **People, Culture and Organizational Development**

- Lead HR functions for the 15–20-person team, including recruitment, onboarding, retention, succession planning, and implementing professional development programs
- Foster a culture of accountability, collaboration, and inclusion

- Participate in program evaluation and assist with responding to evaluation results (e.g., client outcome surveys, satisfaction surveys, service delivery assessments)
- Support the collection of impact data for reporting and stakeholder engagement purposes

### **Systems, Technology and Infrastructure**

- Oversee the organization's digital infrastructure, including CRM, cybersecurity protocols, and hardware procurement
- Oversee office leases, maintenance, and supplies for physical or hybrid workspace

### **Risk and Compliance:**

- Ensure the nonprofit remains in good standing with the BC Societies Act and manages insurance and health/safety (WorkSafe BC) requirements
  - Maintain internal policies, controls, and risk mitigation frameworks
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## **QUALIFICATIONS**

### **Required**

- Minimum 5 plus years in business operations or education management, with at least 2 years in the nonprofit sector, with a preference for work with immigrant and refugee services
  - Bachelor's degree, business administration, management, nonprofit management, or a related field. A master's degree in education or social services with a focus on intercultural studies is preferred
  - Strong financial literacy, including knowledge in forecasting, budgeting, and performance analysis
  - Strong literacy in human resources including performance management
  - Strong organizational, project management, and problem-solving skills, with the ability to manage multiple priorities and adapt to changing needs
  - Demonstrated equity-centered organizational practice including the demonstrated ability to foster a positive and engaging team environment
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- Fluency in English (a second language is an asset)
- Valid BC driver's license and reliable transportation
- High proficiency in cloud-based tools (Microsoft 365) and accounting software
- Satisfactory vulnerable sector criminal record check
- Adherence to MISA's code of ethics and mission statement

### **Preferred Skills, Knowledge, and Experience**

- Demonstrated experience in developing and improving organizational systems, policies, and operational processes
- Nonprofit financial administration
- Ability to work in a fast-paced, evolving environment
- Strong organizational and time management skills
- Knowledge of community resources and experience working with communities

### **How to Apply**

Please submit a resume and cover letter, outlining your suitability for the role, to [hr@immigrantwelcome.ca](mailto:hr@immigrantwelcome.ca) by **12:00pm, July 3, 2026**. We thank you for your interest and only candidates who are being considered for an interview will be contacted.