



Director of Operations

Indigenous Tourism BC is seeking an experienced **Director of Operations** professional with a demonstrated understanding and passion for Indigenous community economic development. The position reports to the leadership team to ensure that the organization goals are met and supports the ITBC Corporate Strategy objectives.

The ideal candidate will have senior management experience in a dynamic setting. The role requires outstanding organizational, communication and leadership skills and the ability to develop innovative solutions that push boundaries. The director of operations will work and collaborate with the leadership team to strategize and develop long-term plans to foster new levels of productivity and leading-edge success for ITBC.

We are recruiting a full-time permanent **Director of Operations** to join us on our exciting journey.

Objectives of this role

- Collaborate with managers and program leads in the development of performance goals and long-term operational goals
- Maximize efficiency and productivity through process review and interdepartmental collaboration
- Set strategic goals for operational efficiency and increased productivity
- Work with project managers in development and monitoring of financial and budgetary plans
- Analyze operational processes and performance, recommending solutions for improvements where needed
- Support leadership with governance and policy

Key responsibilities

- Provide direction, leadership, mentorship and guidance to team members, consultants, and contractors, to ensure Indigenous perspectives, knowledge, and approaches to tourism are continuously honoured
- Participate in the development of ITBC annual operations and work plans to optimize work processes and which align with the Strategic Plan as well as short-term and long-term objectives
- Mitigate organizational risk by ensuring compliance with bylaws, the constitution,



contractual obligations, policies and procedures, guidelines and other relevant legislation

- In collaboration with the Chief Officers, make high-level decisions regarding policy and strategy
- Analyze situations and occurrences, providing strategic direction and solutions to support the Indigenous tourism industry as well as the organization's growth
- Maintain and share your deep knowledge of First Nations, tourism, industry structure and influencers
- Forge and maintain trust relations with key partners, stakeholders and funding and project partners
- Develop and manage ITBC projects, including funding, budgets and workplans
- Attend House of Tye (Board) and Committee meetings as well as a variety of other meetings as required
- Prepare partnership and MOU agreements
- Support and develop grant/fund applications

Education, Knowledge, and Experience

- Extensive knowledge, experience, and wisdom of Indigenous cultures, specifically the diverse cultures within the First Nations of British Columbia
- A minimum of seven years in a Senior Management position preferably in a field related to our industry
- Post-secondary education in Tourism, Business, Indigenous studies, or a related field
- Superior knowledge of multiple operational functions and principles, including project management, employee management, finance and Stakeholder/community engagement
- Proven ability to plan and manage operational processes for maximum efficiency and productivity

Competencies

- Advanced communication and people skills with the ability to engage, facilitate and negotiate
- Exceptional business writing and editing skills
- Ability to forge strong relationships with a variety of employees, managers, consultants, contractors as well as external partners
- Excellent judgment and discretion in the handling of sensitive data and confidential information
- Ability to think analytically at a strategic level and to operationalize strategic plans.
- Ability to prepare, manage and execute comprehensive annual budgets
- Manage operational and funding contracts



- Highly organized, detailed oriented and able to prioritize tasks with good time management skills
- Proven ability to build, inspire and lead a cohesive high performing team.
- Proficiency in the use of Microsoft Word, Excel, Outlook, PowerPoint, and Social Media Platforms
- Well-developed project management abilities
- Ability to work full-time in the office as well as travel as required

What we offer

- A salary range of \$110,000 to \$120,000 per annum, negotiable, commensurate with experience
- Three weeks annual vacation (to start)
- A Matched Retirement Savings Plan
- A Wellness Allowance
- A Professional Development Allowance
- A Hybrid model
- A Healthy Extended Benefits Plan

How to Apply

Interested candidates are invited to submit the following to careers at careers@jouta.com no later than Wednesday May 31, at 5:00 pm PST.

- A letter of interest, outlining how your previous experience and education would support this position.
- A current C.V.

The successful candidate must provide references and a clear criminal records check. We encourage applicants to submit applications as soon as possible, as applicants will be reviewed on an ongoing basis. We thank all applicants for their interest; only those selected for an interview will be contacted.

Persons of Indigenous ancestry will be given preference. s16(1) CHRA.

