

## Job Posting Operations Manager

**Reporting to:** Executive Director

**Location:** Primarily remote, with required in-person meetings and events in the Thompson Region. Candidates must reside in the Thompson Region, Kamloops, or surrounding rural communities.

**Hours:** Full-time (37.5 hours/week)

**Compensation:** \$80,000 to \$100,000 annually plus extended health benefits, and RRSP matching program

### About us

The Thompson Region Division of Family Practice (TRDFP) is a diverse community of family physicians and nurse practitioners, residents and midwives who provide primary care in Kamloops, Barriere, Scotch Creek, Chase, Logan Lake, and Sun Peaks. We work collaboratively to pursue excellence in family medicine, striving to improve physician and patient satisfaction and wellness. Our goal is to be a model community for the delivery of family medicine and primary health care in British Columbia.

### What you'll be doing

As a key member of the Leadership Team and a strategic partner to the Executive Director, the Operations Manager oversees the organization's internal systems, people operations, governance infrastructure, and overall organizational effectiveness. Reporting to the Executive Director, this role strengthens operational performance, manages risk, and ensures the structures, policies, and culture support the organization's strategic priorities and long-term sustainability.

The Operations Manager serves as the operational backbone of the organization, providing leadership across HR processes, governance systems, digital infrastructure, internal communications, and documentation management to ensure the organization operates efficiently, compliantly, and cohesively.

More specifically, you will:

- Operational Leadership & Organizational Infrastructure - translate strategic priorities into operational plans, measurable outcomes, and accountability frameworks; supervise and coach the Administrative & Operations Team; oversee vendor management including sourcing, contracts, and performance oversight.
- Systems & Operational Excellence - lead the development and continuous improvement of workflows, project management tools, documentation standards, and Standard Operating Procedures; strengthen operational systems, reporting processes, and administrative infrastructure to support organizational sustainability.
- Organizational Communications & Coordination - lead internal communications practices that ensure clarity, consistency, and alignment across teams; support leadership messaging and organizational change communications; strengthen cross-team coordination and information-sharing systems.
- Governance & Regulatory Compliance - serve as the primary staff liaison for Board governance processes; maintain corporate records, policies, and bylaws; coordinate AGM

planning and regulatory filings; oversee compliance obligations under the BC Societies Act and organizational risk management systems.

- HR & Organizational Effectiveness - oversee HR systems including recruitment, onboarding, performance management, and policy implementation; support workforce planning and organizational development; ensure compliance with employment legislation including the BC Employment Standards Act and WorkSafeBC requirements.
- Digital Infrastructure & Organizational Tools - oversee Microsoft 365 systems and digital collaboration platforms including SharePoint and Teams; manage system governance, access controls, and cybersecurity coordination with external IT providers; oversee equipment inventory and technology lifecycle planning.
- Facilities & Operational Logistics - oversee office operations, equipment, vendor relationships, and organizational spaces; maintain operational infrastructure including storage, equipment, and external service providers.

### Key Candidate Attributes

#### We are looking for someone who:

- Contributes to a high-performing, engaged, and collaborative work environment, supporting team members in a professional and positive culture.
- Acts as an ambassador for the Division, upholding its goals, mission, and values.
- Demonstrates a commitment to cultural safety, humility, and inclusivity at all times.
- Takes strong initiative and proactively drives outcomes.
- Leads confidently and independently, making decisions where appropriate rather than waiting for direction.
- Brings an entrepreneurial mindset and takes full ownership of the role.
- Collaborates effectively across teams to achieve shared goals.
- Applies critical thinking and strong judgment to navigate complex situations with confidence.

### Qualifications

- Bachelor's degree in Business, Health Care Administration, or a related field plus 5+ years of progressive leadership experience in operations or organizational management, including 3+ years leading and mentoring staff.
- Experience in the non-profit, health, or public sector preferred.
- Proven experience supporting governance structures and working with Boards.
- An equivalent combination of education, skills, and experience may be considered.

### Skills & Abilities

- Proven experience in operations leadership, including strategic planning, process improvement, and team management
- Experience supporting governance structures and working with Boards
- Strong financial literacy, with budgeting, monitoring, and forecasting experience
- Ability to lead cross-functional teams and manage complex projects or initiatives
- Skilled in HR processes including recruitment, onboarding, performance management, and promoting employee engagement, with knowledge of BC employment legislation

- Familiarity with nonprofit governance, regulatory compliance, and contractual obligations
- Experience managing digital systems such as Microsoft 365, SharePoint, Teams, and document management, including permissions and system governance
- Practical experience overseeing facilities, vendors, office operations, equipment, and workflow optimization
- Excellent written and verbal communication skills, adaptable to diverse stakeholders
- Collaborative leadership style with the ability to influence without formal authority
- Strong judgment, discretion, professional integrity, and critical thinking skills
- Comfortable working in a dynamic, inclusive, and change-oriented environment

### Why join?

At TRDFP, we do things differently. We're a Teal-Inspired organization, which means we believe in trust, collaboration, and bringing our full, authentic selves to work. We thrive on diverse perspectives, encourage out-of-the-box thinking, and foster an environment where everyone feels valued, heard, and supported.

We know that great work happens in great cultures. Here's what our team loves about working here:

- Supportive & encouraging environment – we value each person's strengths and contributions.
- Collaboration & innovation – we think outside the box and work together to make an impact.
- Trust & respect – a safe space to be honest, curious, and lift each other up.
- Real-time recognition – we celebrate each other's successes, big and small.

At TRDFP, you'll have the opportunity to:

- Work alongside highly skilled colleagues in an innovative and collaborative setting.
- Contribute to real change in the healthcare system, making a difference in patient and provider experiences.
- Enjoy career growth opportunities, mentorship, and professional development.
- Receive a competitive compensation package, including comprehensive health benefits & RRSP matching.
- Be part of a team that values and recognizes your contributions every day!

### Diversity and Inclusion

The Thompson Region Division of Family Practice is committed to improving equality and promoting diversity in the workplace. We strive to create an inclusive, psychologically and physically safe environment where everyone is heard and valued for their contributions. We value diversity in the people we employ.

### Apply Today!

If you are a proactive, strategic, and collaborative leader ready to make an impact, we want to hear from you! [Click here to learn more & apply today.](#)