



# OPERATIONS MANAGER ~ KIDNEY CLOTHES PROGRAM

## Location

Calgary, Alberta

## Position status

Regular Full-time, 35 hours per week

## Why Join Kidney Clothes?

By joining the Kidney Clothes team, you can help Canadians living with kidney disease while also supporting textile recycling and protecting our planet! Kidney Clothes is a Trust of the Kidney Foundation of Canada – a national organization dedicated to improving the lives of Canadians living with kidney disease – that raises money to support the Foundation’s mission by collecting and repurposing used clothing and household goods from donors.

Join our Kidney Clothes team and help us make a difference for many people in your community and across the country.

## What do we offer?

- 3 weeks annual vacation
- 10 Health (sick) days and 2 personal days per year
- 12 holidays per year
- Participation in the Group Insurance Benefits plan
- Participation in the Group RRSP (employer contribution 5%)
- A full employee assistance program
- A culture that supports continuous learning and development

## Job Overview

Reporting to, and in liaison with the Senior Operations Manager, the **Operations Manager, Kidney Clothes Program** will direct the day-to-day Kidney Clothes Program operations in their geographical area ensuring that weekly/monthly/annual quotas are maintained and met. They will effectively manage their assigned operation to produce excellent net revenues by monitoring expenses and managing all aspects of the operation efficiently. The Operations Manager will ensure all human resource policies are adhered to and Occupational Health & Safety procedures are followed. They will liaise with their assigned Value Village Store(s) and clientele to maintain an excellent working relationship and deliver product in a timely and efficient manner.



## **What You Will Be Doing:**

### **Day to Day Operations Management:**

- Understand and promote the mission of The Canadian Kidney Trust and the Kidney Foundation of Canada to the public, all staff, and volunteers.
- In consultation with Senior Operations Manager, follow an annual budget for the Kidney Clothes Program.
  - Monitor all revenues and expenses to ensure maximum profit levels are maintained through improving operational efficiencies and cost analysis;
  - Ensure invoices are coded and submitted for payment in a timely manner,
  - Review gas purchases, ensure no misuse of gas cards,
  - Prepare reports and cheque requisitions to facilitate partner payments
  - Prepare financial forecasts as needed,
  - Conduct year-end financial and inventory management.
- Creation and implementation of merchandise delivery schedule to ensure a steady flow of merchandise is delivered to Value Village Stores and clientele, as well as ensuring delivery of additional merchandise to Value Village on an “as required” basis.
- Effectively communicate with call centres to ensure deadlines are being met
- Work with the Senior Operations Manager to review and recommend opportunities in the Kidney Clothes Program operations for cost savings and increased efficiencies for example: through economics of scale, elimination of duplication, use of technology and group purchasing.
- Develop, update and maintain the Kidney Clothes Program database, solicitation strategies and effective use of technology to support and maximize both profitability and good donor relations
- In conjunction with Senior Operations Manager and Marketing and Communications staff, develop area marketing strategies for Kidney Clothes Program
- Ensure appropriate communications and liaise with Chapters Staff Leads to build internal Kidney Foundation support, unified public relations efforts, and to promote the Kidney Clothes Program
- Ensure adequate security is in place to protect merchandise from vandalism and theft in office, trucks, storage units, donation bins, and/or trailers
- Perform quality control checks for Kidney Clothes Customer Service Agents, call center agents, and driver routes
- Trucks:
  - Ensure trucks are serviced regularly following maintenance schedule and service reports are accurate
  - Ensure the interiors and exteriors of the trucks and trailers are maintained and cleaned daily
  - Ensure licenses for all staff employed as drivers (or Driver Lead as applicable) are valid and abstracts are free from infractions a minimum of once per calendar year
  - Monitor the completion of Driver’s (or Driver Lead as applicable) Daily Logbook to ensure accuracy where applicable
  - Ensure all CVOR (or provincial equivalent), Insurance, license plate stickers, updated yearly or as necessary
- Utilize conflict resolution skills to effectively resolve staff conflicts and complaints from the public
- From time to time assists donors by transferring their donations from their vehicle into the facility



### **Staff Leadership:**

- Recruit, hire, train, manage performance and terminate local Kidney Clothes program staff, in consultation with the Managing Director (or designate) and the Human Resources Department.
- Coach, motivate, mentor, manage, and direct staff to achieve quotas, ensuring that their overall responsibilities are being executed in a way that reflects a high level of detail and thoroughness and local goals are achieved.
- Ensure all staff members have completed assigned training relevant to their position and they have reviewed and understood all required Human Resource policies.
- Maintain up to date staff personnel files and attendance records, produce work schedules, and administer all vacation/sick leave requests.
- Ensure payroll records are accurate and uploaded to the payroll department on a timely basis.
- Preparation of T2200 tax forms for home-based staff as applicable.
- Plan and implement regular staff meetings with appropriate staff groups

### **Health and Safety:**

- Promote a workplace that is attentive to and takes health and safety seriously; this includes putting in place a program to promote “working safely”.
- Ensures all staff are properly training with respect to OHS.
- Report, submit, file, and follow up on Worker’s Compensation claims. Seeks assistance from Senior Operations Manager for issues that become escalated.
- Ensures Health and Safety issues identified in claim, are resolved/addressed immediately.
- Acts as Management Representative on Joint Health & Safety Committee; ensures the resolution of any issues/hazards/near misses discussed during JHSC meetings.
- Maintain a sufficient supply of Personal Protective Equipment (PPE) and ensure all staff are trained in their proper use.

### **Qualifications, Skills and Experience Needed:**

- College Diploma (in Business Administration, Project Management or equivalent) with at least 2 years of supervisory experience obtained within a multi-disciplinary environment
- Excellent people/financial management, problem solving, planning and organizational skills
- Ability to build relationships with partners and other organizations
- Ability to work independently and to handle multiple priorities
- Effective written and oral communication skills with the ability to motivate a wide variety of people
- Joint Health & Safety Committee Certification, First Aid & CPR/AED Level C Certification
- Proficient in many software programs including Windows and MS Office
- Valid Driver’s License and the ability to lift 20 to 50 lbs. on occasion
- Must be available outside regular office hours on an emergency basis
- Bilingualism is a definite asset (for Sault Ste. Marie)



## How to apply?

Email your resume to: [ronald.ramlogan@kidneyclothes.ca](mailto:ronald.ramlogan@kidneyclothes.ca)

We wish to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for interviews will be contacted.

This position will remain open until a suitable candidate has been found.

## More about Kidney Clothes?

To learn more about Kidney Clothes and explore our vision and mission, please visit our website at [kidneyclothes.ca](http://kidneyclothes.ca).

***The Canadian Kidney Trustee Corporation welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***