



Job Posting - CONFIDENTIAL

Position Details

Position: Business Operations Manager
Company: Client
Client Location: Northern GTA
Reports to: General Manager
Supervises: Staff
Has Contact with: Warehouse, management, international HQ & staff
Estimated Start Date: As soon as possible
Job Type: Full Time
Compensation: Competitive
Experience: Bachelor's degree. Office management experience supporting an executive team is an asset. Strong communication skills and customer service oriented. Experienced in financial management functions. Familiarity with SAP B1 and general IT skills are an asset.
Languages: Fluent in English. French is an asset.

Company Profile

HR Options is recruiting for a long-standing, reputable global company. The Client is looking for an individual who will not only support business operations in Canada, but who will grow with the company, help build relationships and contribute to a high level of customer satisfaction.

Position Summary

The Business Operations Manager will report directly to the General Manager (GM) in Canada and will play a critical role in running the business. This individual must be an all-rounder with excellent communication and leadership skills, flexibility, and be someone who will take the initiative to ensure the office runs smoothly when the GM is not on site, acting as an intermediary between staff and their responsibilities. They must be hands-on and ready to support staff and management with all business needs, including administrative and supervisory tasks. The successful candidate will be open to regular discussion and feedback, goal setting, and follow through where needed, in addition to knowing when to delegate.

The Business Operations Manager will:

- Oversee day-to-day office activities, overseeing all correspondence by email and phone.
- Ensure that the office has the adequate and suitable resources to complete its activities (e.g. supplies and equipment).

- Be responsible for office organization and administration, including but not limited to managing file systems and databases, organizing meetings and company events, ensuring health and safety and other policies are up to date, etc.
- Supporting the processing of invoices and collecting payments when needed.
- Stepping in for colleagues when they are on leave or vacation.
- Managing the maintenance of common areas such as front reception and the training center.
- Respond to customer, partner and headquarter inquiries, providing timely and informative follow-up as a result of becoming knowledgeable of the company's products and services.
- Manage and maintain relationships, mainly with suppliers, landlords, service providers (mobile phone, etc.) and headquarters, effectively handling any problems in a professional and resourceful manner.
- Attend meetings with senior management and act as a liaison between Canada and headquarters, keeping all stakeholders informed regularly via updates and reporting.
- Motivate and be a resource for staff, providing company updates and supporting sales, the warehouse and marketing with any internal requests and time-sensitive tasks.
- Carrying out daily, recurring, and ad hoc financial management tasks as required by management.
- Supporting sales with statistics and reports.
- Identify and assess gaps in office operations and implement missing procedures and processes.
- Assess staffing requirements and provide recommendations to management.
- Perform other job duties as assigned by management.

Education/Experience

- A university degree is preferred
- Proven hands-on experience as business/office manager or relevant role
- Highly self-motivated, positive presence
- Excellent organizational and leadership skills
- Outstanding communication and interpersonal abilities
- Excellent knowledge of MS Office, databases and information systems
- IT skills such as SAP B1 knowledge is an asset
- High level of organizational skills

If you are interested, please send your resume directly to larnold@hroptions.com. We thank all applicants but will only contact those selected for interviews.