



Job Posting

Position: Operations and HR Manager

Status: Full-time, Permanent

Reports to: Chief Operating Officer

Last Updated: February 2019

Summary

Under the direction of the Chief Operating Officer, the ideal candidate for this position will be an effective change agent, proud mentor, and effective communicator. Possessing strong emotional intelligence and leadership skills, the Operations and HR Manager will achieve objectives by actively engaging various members of the organization at key times.

The Operations and HR Manager's dual role will be a challenge that inspires them: Working with the senior admin team to contribute to and implement Firm-wide objectives as well as managing the day-to-day operations associated with Legal Assistants' roles and responsibilities, facilities, IT, and procurement. This key position in our organization will be occupied by a leader who has the capacity to think strategically but has the passion and know-how to be effective "on the ground".

Main Duties and Responsibilities

The Operations and HR Manager performs a wide range of responsibilities, including the following:

Operations/HR

- Drive full cycle recruitment for all support staff;
- Foster a positive new employee experience for support staff, including orientation, training and knowledge transfer;
- Act as team lead for all administrative support positions; cultivate culture of performance, normalize feedback; coach and develop individual team members;
- Identify and integrate workflow improvement initiatives Firm-wide, across departments and functions;
- Lead document management, including standardizing document nomenclature, maximizing use of document management software, and leading file closing and storage protocols;
- Develop and implement operational processes and ensure compliance; maintain Firm policies and procedures;
- Introduce and maximize use of technology in all operational functions;
- Ensure compliance with Ministry of Labour; chair Health & Safety committee; lead organizational training initiatives;



- Ensure legislative compliance for Law Society of Ontario; facilitate annual and quarterly report submissions as well as quarterly and annual fee submissions;
- Assist in developing our employment brand; lead development of HR strategies and marketing collateral.

Information Technology

- Lead relationship with external IT provider;
- Working in collaboration with IT provider, develop and implement IT strategy;
- Provide oversight for IT budget, tech procurement;
- Develop and implement policies regarding tech equipment and data security.

Facilities

- Maintain relationship with building owners and property management;
- Act as main point of contact for security services; handle overall building security;
- Follow-up on regular maintenance and compliance issues;
- Lead all space renovation activities;
- Liaise with external service providers and vendors (HVAC, cleaners, etc.); manage all procurement and inventory.

Other administrative responsibilities as required.

Knowledge and Skills

The ideal candidate should possess most or all of the following knowledge and skills:

- Proven interpersonal and communication skills;
- Strong team and individual coaching skills;
- Demonstrated experience managing projects, from inception to implementation;
- Confident with data analysis and the use of various performance metrics;
- Adaptable and comfortable working with ambiguity;
- Assured working within a culture of “service”;
- Quick and solution-focused responder;
- Active LinkedIn member and confident with the use of social media.

Mandatory Requirements

- University degree in Business Administration, Operations Management, or other relevant field;
- Minimum 5 full years of full-time experience as an Administrative Manager/Leader or similar role; preferably in professional services environment;
- CHRP would be considered an asset;
- Bilingualism (English and French) desirable.

*Letter of intent required.