



## **Director of Operations**

The Downtown Winnipeg BIZ promotes, cares, and advocates for a vibrant and inclusive downtown where business thrives and people are drawn to work, live, shop and explore. We host events throughout the year and work to beautify our downtown, improve cleanliness, safety, and help make it easier to get around. Our downtown is on Treaty No. 1 territory and the traditional homeland of the Métis Nation.

Reporting to the CEO, the Director of Operations will have overall strategic and operational responsibility for the Enviro, Downtown Ambassador, Member Services and Public Realm programs; providing leadership to the strategic planning process and overseeing implementation of new initiatives for each of the programs. The director will serve as a key liaison to Downtown Winnipeg BIZ members and partners, building valuable and sustainable relationships with downtown stakeholders.

We are seeking a strategic leader who is passionate about people and downtown Winnipeg, someone who is a strong collaborator and consensus builder, and who has strong knowledge of frontline operations, activating and managing the public realm, and connecting community.

### **KEY RESPONSIBILITIES:**

- Lead the program managers with an emphasis on collaboration, planning, and developing capacity in strategic analysis and measurement;
- Oversee BIZ member relations, ensuring a high level of customer service excellence is provided to downtown businesses through frontline operational programs;
- Oversee and evolve the organization's data systems, including the implementation of a new member database, to ensure all information regarding stakeholders, members, buildings, properties and public assets is current and accurate.
- Complete regular analysis of information stored in data systems to provide statistical reports and recommend strategic direction based on identified gaps or trends.
- Serve as the key point of contact for the Downtown Community Safety Partnership; collaborating on strategic safety and outreach initiatives with local police, fire and paramedic services, BIZ Members and community outreach organizations;
- Set the vision and long-term strategic direction for all operational programs including identifying key performance indicators for each program;
- Oversee the development of program budgets ensuring the continued financial viability of the Downtown Winnipeg BIZ's operational units through sound fiscal management;
- Lead proactive stakeholder engagement and develop new partnerships that serve BIZ Members and help achieve strategic plan initiatives;
- Represent the Downtown Winnipeg BIZ publicly and build excitement and appreciation for all the services we provide.

### **OUR REQUIREMENTS:**

- Minimum five years experience in a senior leadership role; University Degree or an equivalent combination of education and experience;
- Exceptional leadership, coaching and mentoring skills to support a diverse and highly creative team;
- Excellent written and verbal communication skills and ability to work with a wide range of stakeholders;
- Demonstrated ability to develop and lead strategic initiatives;
- Efficient and effective networking skills to maintain existing funding, and investigate and secure new funding avenues; as well as uniting diverse stakeholders on a common platform;
- Demonstrated ability to effectively lead an array of complex programs;
- Experience in place management is considered an asset.

**QUALIFIED CANDIDATES** should submit their cover letter and resume including salary expectations to [careers@downtownwinnipegbiz.com](mailto:careers@downtownwinnipegbiz.com). Please include position title in the subject line.

Please be advised only those selected for an interview will be contacted. **This posting will remain open until suitable candidates have been selected.**

*The Downtown Winnipeg BIZ is committed to equity, diversity and accessibility in the workplace. We strive to have a team that reflects our downtown, where diverse abilities, backgrounds, cultures, identities, languages and perspectives are valued and drive a high standard of service and innovation. We encourage candidates to speak to this in their application.*

Applicants should identify if they require accommodation during the competition process on a confidential basis. This posting is available in alternate formats upon request.