

BRUCE ANCHOR COMPANY

OPERATIONS MANAGER

The primary role of the Operations Manager is to manage the employees, money, and resources effectively and efficiently, as well as planning and coordinating the cruise staff. The Operations Manager will oversee all aspects of the cruise division, will work during sailing times, 8:00am to 5:00pm, 6 days a week and be required to come in early and stay late as needed. The Operations Manager will work all public holidays, long weekends, and regular weekends including Sunday's. The Operations Manager reports to the President.

Responsibilities:

- Creates marketing materials, posters, displays, and other presentation materials as needed;
- Creates schedules using the online company software;
- Creates, maintains, and monitors online cruise ticket and sailing schedule software.

Human Resources responsibilities:

- Monitoring schedule and working hours;
- Approving and managing leaves and absences;
- Completing recruitment and selection;
- Conducting training;
- Overseeing employee relations;
- Conducting monthly Performance Evaluations;
- Organizing Professional Development for employees;
- Upholding the Code of Conduct, Workplace Harassment Policy, Workplace Violence Policy, Confidentiality and Data Protection Policy, Workplace Health and Safety Policy, Substance Abuse Policy, and Corporate Social Responsibility Policy;
- Working with employees to implement any new procedures in order to maximise operating efficiency;
- Enforcing the rules of the company;
- Being part of the Joint Health and Safety Board for the company, conducting regular meeting for the Cruises, Resort, and Motel;
- Ordering supplies for both boats and the offices;
- Managing the budget for the cruises and using it effectively;
- Maintaining correspondence with Parks Canada;
- Organizing and managing tour group bookings;
- Dealing with customer complaints;
- Ensuring all safety, testing, and compliance regulations are followed;
- Ensuring all Licences are up to date; Monitoring TSSA Inspections and ensuring gasoline tank inspections are complete;
- Monitoring Social Media and reviews with TripAdvisor and Google.

Job Requirements:

- Minimum 2 years management experience;
- Strong leadership, organization, and coaching skills;
- Excellent oral, written, and interpersonal communication skills;
- Experience creating marketing materials;
- Experience with human resources including hiring, onboarding, training, and health and safety;
- Good project planning and execution skills, including the ability to make mid-course corrections;
- Computer knowledge, including word processing, spreadsheets, and databases;
- Ability to work independently without much supervision;
- Strong problem solver and planner with organizational and analytical ability;
- Effective management skills related to project management, inventory control, human resources, and monthly reporting;
- Mathematical skills; ability to perform statistical calculations

Preferred: Business degree

Apply via email to jobs@bruceanchor.com., Please include a cover letter and resume.

Only those selected for an interview will be contacted.

Position will run from April 1 - November 1 annually.

Starting wage - \$22/hour.