

Business Manager Job Summary

SouthWest Edmonton Seniors Association (SWESA) is a member-driven, volunteer led organization, that empowers older adults to be active and socially engaged through quality programs and services. The Business Manager is responsible for SWESA's day-to-day operations and closely monitors the efficiency of business operations. This is a hands-on position requiring a broad management skill set, superior interpersonal skills and the willingness to do the work. This position will manage employees and volunteers, and ensure that SWESA policies and procedures are followed. The Business Manager takes direction from the Board and reports directly to the President.

Submit resume and cover letter to swesa.treasurer@gmail.com

Closing deadline for applications: July 30, 2021

Duties and Responsibilities

- Supervise staff; provide leadership, mentorship and guidance to all staff and volunteers.
- Work with the Program Coordinator and the volunteer Program Committee to ensure programs and services meet members needs, contract expectations and safety guidelines.
- Support the Seniors Home Supports Program Coordinator to ensure that decisions made by the Home Supports to Edmonton Seniors Model are implemented and contract expectations are met.
- Develop and maintain expertise in MySeniorCenter (membership and financial database). Ensure the integrity of data entry; enter payments and reconcile financial transactions to deposits.
- Manage business technology and systems (IT support, telephone, Microsoft 365) and support the volunteer webmaster in maintaining a current website.
- Coordinate mailings to members (Annual Appeal, newsletter).
- Support the Board, Executive Committee and Chairs of other committees (e.g., coordinating meetings, sourcing suppliers etc.).
- Participate with the Board in strategic planning, development of the action plan and related operational and functional plans.
- Recommend to the Executive Committee, and assist in the development of, relevant policies and procedures.
- Work with the Treasurer in preparing the annual budget and financial plan for Board approval; develop annual program and project budgets in collaboration with Committee Chairs and program staff. Monitor expenses to budget.
- Assist and collaborate with the Treasurer in preparation of grant proposals. Research and develop funding proposals and applications for funding from government and other sources.
- Represent SWESA on local seniors related committees.

- Identify and participate in community events/activities that will effectively establish community relations and enhance SWESA's visibility.
- Seek out community partnerships and corporate sponsorship opportunities.
- Promote SWESA's mission and increase community awareness of SWESA and its services.

Skills and Abilities

- Able to make professional decisions in a fast-paced environment
- Goal-oriented and organized leadership
- Encouraging to team and staff; able to mentor
- Able to multitask, prioritize, and manage time effectively
- Self-motivated and self-directed
- Excellent verbal and written communication skills
- Comfortable in both a leadership and team-player role
- Good interpersonal skills and communication skills
- Effective conflict resolution skills
- Ability to work within a collaborative consensus decision making model

Qualifications

- Degree in Management, Business Administration, and/or Human Service Field
- Three to five years of previous experience in not-for-profit organizations with demonstrated progression in management and leadership roles
- Sound working knowledge and understanding of the needs and societal issues of seniors (age 55+)
- Education and/or experience in planning, organization, financial management and control, communications, policy development and administrative management
- Demonstrated working knowledge of community-based programs and services, funding sources, board relations and access to community resources
- Proficient in Zoom and Microsoft 365 (OneDrive, Sharepoint, Teams, Outlook, Excel, Word, and PowerPoint); working knowledge of various computer programs (experience with MySeniorCenter and WordPress preferred but not required, training will be provided).
- Satisfactory outcome of a criminal record check, First Aid certificate, Driver's licence required