



An Affiliate of the Métis Nation of Alberta

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metiscrossing.org

## **Director of Operations**

**Location:** Métis Crossing, Smoky Lake, AB

**Closing Date:** November 10, 2021

**Position Status:** Full time, Permanent

## **The Opportunity**

Métis Crossing is the first major Métis cultural destination in Alberta. In 2019, the new 11,000 square foot Cultural Gathering Centre was completed – a unique combination of historic and contemporary craftsmanship. With this new facility, we have become a year-round destination offering experiences that share and celebrate Alberta's Métis. Métis Crossing is also undertaking the construction of a 40 rooms boutique lodge to be completed December 2021. We have an aggressive business strategy to become a leader in Alberta's Indigenous tourism sector.

Métis Crossing is seeking an experienced and growth-oriented Director of Operations. Reporting directly to the CEO, the Director of Operations will oversee day-to-day activities and play a lead role in establishing the destination and bringing the vision for Métis Crossing to life. The ideal candidate for this position will possess excellent leadership skills, strong team building skills, proven experience in establishing new systems and procedures, and a strong ability to problem solve and make sound decisions that encourage growth.

## **Key Responsibilities**

- Oversee all operations of Métis Crossing, including *The Lodge* at Métis Crossing, *The Gathering Centre* at Métis Crossing, and historic areas.
- Work closely with senior management to implement organizational strategies and initiatives and ensure short and long-term objectives are met.
- Establish systems and structures that support the business strategy and serve as a foundation for the operations of Métis Crossing.
- Create and maintain communication and organizational structure to ensure effective reporting and flow of information.
- Develop and control operational budgets to promote profitability and viability.

- Ensure all the resources are obtained to meet objectives within agreed financial parameters.
- Oversee purchasing and the supply chain to ensure quality, timeliness, and cost controls.
- Develop all necessary policies and procedures to ensure a safe and healthy environment for staff and guests.
- Establish operational procedures that support company objectives and promote strong customer service and guest satisfaction.
- Establish quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated.
- Evaluate overall company performance by gathering, analyzing, and interpreting data and metrics.
- Review, analyze, and evaluate business procedures and policies, and identify opportunities for improvement.
- Communicate and explain new directives, policies, or procedures to managers and meet with operations staff to explain changes, answer questions, and maintain morale.
- Build new and innovative collaborative partnerships with external agencies, community organizations, and internal departments and external partners.
- Create internal and external (where applicable) networks and leverage these networks to shape objectives and build support for ideas, initiatives, and directions.
- Support the development of new market initiatives and business opportunities based on the best use of the regional resources/assets and current trends in the industry and the competitive landscape.
- Contribute to the development of long-range plans, company goals, and growth objectives.
- Liaise with Financial Controller and review the company's financial position overall; examine department-specific financial performance, including budgets, cash flow statements, balance sheets, debt information, receivables aging reports, and income statements.
- Act as the organization's main adviser on all issues relating to operational functions and keep abreast of latest developments to ensure Métis Crossing maintains its competitive position.
- Maintain positive working relationships with senior staff to ensure effective co-ordination of all activities in support of organizational objectives.
- Assist in the recruitment and onboarding of staff, including interviewing and training.
- Supervise departmental staff and provide constructive feedback. Conduct annual performance reviews of all direct reports, and ensure annual reviews are conducted with all staff.
- Support a corporate culture that encompasses the highest ethical standards and is aligned with Métis Crossing's core values.
- Ensure compliance with laws, financial regulations, and company policies.
- Additional duties as required.

### **Skills & Competencies**

- Experience in hospitality, accommodations, cultural and/or attractions sectors.
- Strong collaboration and teamwork skills, both with internal and external audiences.
- Experience working with diverse teams of varying cultural backgrounds and ages.
- Excellent communication and interpersonal skills.
- Strong leadership, management, and organizational skills.
- Results driven with an impeccable attention to detail.
- Thorough understanding of practices, theories, and policies involved in business and finance, including Human Resources practices.
- Experience developing and managing company budgets.
- Must have proven ability in building strong teams and developing direct reports and positively influence all levels of the organization.
- In-depth knowledge of diverse business functions, including supply chain management.
- High level of proficiency with Microsoft Office Suite and familiarity with SAGE financial management software.
- Knowledge of corporate Alberta financial law.
- Strong background in risk management practices.
- Excellent analytical, decision-making, and problem-solving skills.
- Demonstrated ability to effectively manage and prioritize requests, multi-task, and meet tight deadlines and demands of unpredictable activities; capable of handling pressure and challenges in a dynamic business environment
- Ability to maintain a high level of confidentiality in all interactions. Strong sense of ethics and the ability to handle sensitive or private information with tact and discretion.
- High level of integrity and professionalism.
- Experience working with the public and an ability to provide outstanding service to all internal and external stakeholders.
- Commitment to hiring, mentoring, training, and retaining a focused team; the foresight and ability to delegate accordingly.
- Knowledge of Alberta history and cultural diversity.
- Knowledge of Métis culture, history, and issues affecting Métis people.

### **Qualifications**

- Minimum of a Bachelor's degree in business administration, business management, or related field.
- Minimum 10 years of overall operations experience with a minimum of 7 years of leadership experience with direct reports.
- Proven experience in the hospitality or tourism sector.

### **Other Requirements**

- Métis Crossing is located in Smoky Lake; this position will be based on site.
- Ability to work a flexible schedule of days, evenings, and weekends.
- Ability to travel throughout AB, if required.
- Must have a valid Class 5 Driver's license and reliable transportation.
- Must provide Criminal Record Check and Vulnerable Sector Check.

### **What we Offer**

- The opportunity to work with an Indigenous organization and be part of an exciting journey towards self-governance.
- The opportunity to contribute to one of Alberta's most exciting tourism destinations in the making.
- Learnings about Métis history and culture, and a rich Indigenous cultural experience.
- Personal development opportunities.
- A comprehensive benefit package and employer contributions to Pension Plan.
- Three weeks paid vacation.

Please apply online at <http://albertametis.com/>.

*Métis Crossing thanks all applicants for their interest. Only applicants selected for an interview will be contacted. No phone calls please.*