

## **Operations Coordinator JOB POSTING**

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### **About Us**

**Community Futures Eastern Ontario (CFEO)** is a dynamic not-for-profit organization supporting innovation and growth for small businesses, community development initiatives, and local economies across Southeastern Ontario. Each of our member offices operates independently, delivering the **Community Futures** program and other local initiatives to rural entrepreneurs and small businesses. CFEO serves as their regional voice, advancing entrepreneurship, small business development, and economic opportunities.

As a change agent, CFEO drives economic growth through regional programs like the **Southern Ontario Fund for Investment in Innovation (SOFII)**, offering flexible, no-fee, nondilutive, repayable financing for innovative businesses. Supported by the Federal Economic Development Agency for Southern Ontario (**FedDev Ontario**), CFEO coordinates opportunities for its members and collaborates with regional partners to create lasting impact.

CFEO is governed by an engaged **Board of Directors**, including members, volunteers from member offices' boards, and independent representatives from across the region.

*Helping businesses grow!*

### **Position Overview**

Are you ready to make a difference in the lives of business owners in Southeastern Ontario? We are seeking a highly skilled **Operations Coordinator** who thrives in a fast-paced, autonomous work environment to join our forward-thinking, high-performing team. This central role is ideal for a detail oriented, organized not-for-profit administrative professional with strong technical expertise in online office tools, financial acumen and exceptional coordination and administrative skills. Reporting directly to the Executive Director, this role will ensure the smooth operation of the organization's day-to-day activities and coordinate key initiatives to support the CFEO team, the Board of Directors, and our member offices. You will be the go-to superuser for setup and coordinating tools such as MS O365, including core office applications (Excel, Word, PowerPoint), SharePoint, MS Teams and MS VOIP. You will coordinate and execute the planning and scheduling of CFEOs activities and reporting, including improving data management systems and procedures to ensure optimal compliance, organization, and efficiencies.

Bring your innovative mindset to CFEO, where you'll coordinate our operational processes, and prepare high-visibility communications, liaising with external stakeholders on behalf of management. Enjoy a **4-day work week, work-from-home** flexibility, a dynamic and **collaborative team**, and a comprehensive **salary and benefits package**.

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### **Organizational Operations:**

- 🏡 Coordinate the organization's operational projects, ensuring timely completion and optimal execution.
- 🏡 Administer and optimize O365 and SharePoint tools for organizational workflows, document management, and team collaboration.
- 🏡 Source and coordinate vendor services, negotiating agreements with an eye toward cost-effectiveness, efficiency and compliance with procedural guidelines.
- 🏡 Maintain a vendors list and manage external service providers to support various operational needs, including insurance, IT services, marketing, controllership, training and suppliers.
- 🏡 Monitor organizational deliverables (reporting deadlines, compliance requirements, renewals) and ensure timelines are met.
- 🏡 Maintain and organize the company's data, files, and access structures to ensure secure and efficient storage, supporting cybersecurity compliance and reporting.

### **Board and Committee Support:**

- 🏡 Prepare high-quality board agenda packages, take detailed minutes, track and follow up on board and committee action items.
- 🏡 Coordinate board and committee meetings, ensuring timely planning and communications.
- 🏡 Support governance-related activities, including tracking and maintaining board and committee workplans, dashboards and balanced scorecards, governance reviews, and managing records.

### **Administrative Coordination:**

- 🏡 Coordinate scheduling for internal and external staff meetings, ensuring smooth communication with all stakeholders.
- 🏡 Create high-quality professional communications (emails, letters, PowerPoint presentations) for staff and board members, using MS O365 Suite.
- 🏡 Exercise financial acumen to assist in monitoring and reviewing expenses for accuracy and assigning proper GL allocations, ensuring compliance to internal controls, providing insights on expenditures and risks and tracking organizational budget utilization.
- 🏡 Provide support in the coordination of member services activities such as group purchasing and training opportunities for CFEO's member offices and stakeholders.
- 🏡 Support event planning and logistics for CFEO-led initiatives, ensuring a professional and engaging experience for participants.
- 🏡 Communicate effectively with internal and external stakeholders, including vendors, government officials, and member offices, representing CFEO with professionalism.
- 🏡 Act as a liaison for enquiries, providing excellent customer service to all stakeholders.

**Note:** *This role requires versatility, and the employee should anticipate being involved in diverse tasks beyond the scope of the primary responsibilities listed in this Job Posting.*

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### **Preferred Qualifications:**

- Post-secondary education in Business Administration, Office Administration, Not-for-Profit Management, or a related field (or equivalent combination of education and experience).
- 3+ years of relevant experience in administrative or operational coordination, ideally in a not-for-profit or member-based organization.
- Proven experience supporting a Board of Directors, including preparing high-quality agendas, meeting minutes, and supporting governance-related activities.
- Hands-on experience with general ledger structures, accounts payable/receivables, and basic budget tracking.
- Knowledge of CANVA and aptitude in posting on social media is an asset.
- Knowledge of Ontario not-for-profit standards, including the Ontario Not-for-Profit Corporations Act (ONCA), is an asset.
- Bilingualism (English/French) is an asset.

### **Skills & Competencies**

- **Technical Proficiency:** Advanced proficiency in Microsoft 365 (O365) Suite, particularly SharePoint, Teams, Word Processing Applications and Outlook (superuser-level skills preferred); expertise with common online tools such as Adobe Acrobat, DocuSign, Doodle Poll, survey applications, CRMs, QuickBooks Online, and other similar platforms. Quick to learn and gain proficiency in new software and digital tools.
- **Organizational Excellence:** Highly organized and detail oriented with a track record of meeting deadlines and managing competing priorities effectively. Expertise in organizing and optimizing digital data structures and workflows to improve operational efficiencies. Strong ability to coordinate schedules, timelines and workflows across multiple stakeholders.
- **Problem-Solving & Initiative:** Demonstrated ability to identify bottlenecks and implement solutions within defined authority. Capable of working autonomously with minimal direction.
- **Professionalism & Adaptability:** High degree of professionalism and discretion in working with diverse stakeholders, including board members, government officials, and external partners. Flexible and adaptable to changing priorities, with a commitment to continuous learning and improvement. Ability to handle sensitive and confidential information with care and professionalism.
- **Communication Skills:** Exceptional English written and verbal communication skills, including the ability to create polished reports, presentations, and correspondence. Adept at communicating with professionalism and clarity across internal teams and external audiences.
- **Collaboration & Teamwork:** Strong interpersonal skills and a collaborative approach to working with staff, contractors, and external service providers. Commitment to contributing to a positive and productive remote work environment that thrives on team communication and accountability.

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This is an exciting opportunity to contribute to the success of our organization as we help drive economic growth. We offer remote work, competitive compensation, a compressed 4-day work week, and opportunities for professional development and growth. If you are a motivated individual residing in Southeastern Ontario with a passion for organizing and coordinating, we encourage you to apply today.

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| <b>Job Type:</b>     | Full-Time   |
| <b>Schedule:</b>     | Compressed 4-day work week (Mon-Thurs)              |
| <b>Compensation:</b> | \$45,000 - \$55,000                                 |
| <b>Benefits:</b>     | Health, dental, vision, RRSP matching               |
| <b>Language:</b>     | English (preference for EN/FR bilingual candidates) |

*Community Futures Eastern Ontario is committed to fostering an inclusive employment setting. We believe diversity drives innovation and offer an equal opportunity workplace that welcomes people of all backgrounds, experiences, and perspectives to join our collaborative and engaging environment.*

Only candidates who are legally entitled to work in Canada will be considered. We thank all applicants for their interest; however, only those selected for an interview will be contacted.