JOB DESCRIPTION

Job Title: Business Operations Manager

Reports to: Founder, Nazaneen Lauriault

Position Objective:

The Business Operations Manager is responsible for coordinating the systems, processes and administrative functions that support the effective delivery and sustainability of 50th Parallel PR. Working closely with the Founder and team, this role oversees client onboarding and project coordination, budget and resource tracking, internal operations, HR administration and business reporting. The successful candidate will bring a collaborative, solutions-oriented approach, ensuring established processes are followed, projects remain on track, and leadership has the information needed to make informed business decisions. They will also identify opportunities to improve systems, documentation and workflows as the organization continues to grow.

About 50th Parallel PR:

We are a full-service strategy and creative communications agency based in Victoria, British Columbia. We work with clients aligned with our values, including Indigenous organizations and communities, government, thought leaders, not-for-profits, and purpose-driven businesses.

50th Parallel PR is proud to be a Certified B Corp, 1% for the Planet Member and Living Wage Employer, reflecting its commitment to responsible business practices and creating positive social impact. Additionally, our firm has recently been recognized for its leading work in community engagement by IABC (Gold Quill and Silver Leaf Awards) and PRNet (NextGen and Marcomms' Most Influential Awards).

Our team is made up of passionate and intentional people who are driven by integrity and collaboration. We value justice, equity and inclusion and believe in building meaningful relationships with the clients and communities we serve.

Key Responsibilities:

<u>Client Services and Project Coordination</u>

- Coordinate the onboarding of new clients, working with the Founder and liaising with the Sales Team and Client Services Team to ensure a smooth transition from business development to project delivery.
- Prepare client contracts and invoices and develop internal bridging documents to support the transition into project delivery.
- Coordinate client kickoff meetings and ensure relevant project information is communicated to the team.

- Monitor project budgets, hours, deliverables and timelines to support projects being delivered on time and within budget.
- Coordinate contractor relationships and assignments to projects.
- Maintain project information and use the project management system to support project tracking and reporting.

Financial and Budget Oversight

- Transfer approved sales and client engagement information into project budgets.
- Monitor project budgets, hours and deliverables to support effective financial and project oversight.
- Prepare financial and operational reports to support leadership's understanding of project and business performance.
- Coordinate client invoicing and expense approvals, as applicable.
- Support quoting processes by gathering relevant project information and working with leadership and the team as required.

People Operations and HR Administration

- Manage time tracking to support the bi-weekly payroll function.
- Coordinate staff onboarding.
- Support hiring processes.
- Manage performance management processes.

Business Operations and Executive Support

- Manage administrative functions, including purchasing and payments.
- Organize internal company events.
- Manage expense and invoice approvals and payment processes.
- Manage the Founder's calendar and scheduling.
- Maintain the contact database to support sales and business development.
- Update the Operations Manual and contribute to the development and documentation of standard operating procedures.
- Learn and maintain established systems and processes, working collaboratively with the team to identify opportunities for improvement.

Reporting, Data and Systems Management

- Produce weekly and monthly reports on financial performance, operations and sustainability.
- Manage quarterly KPI tracking.
- Set up and update systems to enhance company data tracking.
- Extract data from the project management system to support reporting and project oversight.
- Coordinate the annual Benefits Report and B Corp reporting.

Qualifications and Experience:

- 3+ years of business operations management experience required, with experience in public relations, communications, marketing or professional services environments preferred.
- Experience working with First Nations, Indigenous organizations or communities, or other marginalized communities preferred.
- Strong proficiency in Microsoft Excel (including pivot tables and VLOOKUPS, etc.)
- Familiarity with Monday.com or other project management software beneficial.
- Experience supporting project quoting or estimating processes.
- Financial awareness and an understanding of project budgets, hours and deliverables.

Required Skills and Abilities:

- Strong organizational skills and the ability to manage multiple responsibilities and competing priorities.
- Excellent written and verbal communication skills, with a strong ability to build and maintain positive working relationships.
- Demonstrated ability to work independently while collaborating effectively with a team.
- Ability to learn specialized business processes and systems and adapt to established ways of working.

Working Arrangements:

- Full-time, fully remote in Canada.
- Must be able to work Pacific Time business hours, with flexibility required to accommodate client needs.

Equity, Inclusion and Accessibility:

50th Parallel PR is committed to equitable and inclusive recruitment practices and to providing equal employment opportunities. We welcome applications from qualified candidates with diverse backgrounds and experiences. If you require accommodation at any stage of the recruitment process, please contact hello@50thparallelpr.com to discuss your needs. Accommodation requests will be handled confidentially.

AI in Recruitment:

50th Parallel PR does not use AI in its recruitment process. All application reviews and hiring decisions are made by people.