



JOB DESCRIPTION

Operations Manager, 541 Eatery & Exchange

Our Purpose: All Together at the Table: A Welcoming Space for Connection, Community, and Good Food

What we do: 541 Eatery & Exchange is a non-profit pay-it-forward cafe working to help our neighbours overcome the impacts of isolation, poverty, and injustice by cultivating a community of mutuality in our neighbourhood. Inspired by our Christian values, we are dedicated to welcoming all our neighbours inclusive of their circumstances, identity, and status.

Position Description: The Operations Manager is a key leader in the organization overseeing all operational and administrative aspects to ensure smooth operations. They will work closely with the Executive Director and other Leadership staff as part of the Leadership Team. The Operations Manager will align closely with the Purpose, Vision and Values of 541 Eatery & Exchange (541) and model these beliefs in their work and interactions. This position requires previous experience in a similar operations role and proven skills in the area of financial management, human resources and CRA charitable requirements.

Hours of Work & Compensation: 40 hours per week, 5 days per week including 2 Saturdays per month. \$55,000 - \$65,000 commensurate with experience.

Reports to: Executive Director of 541 Eatery & Exchange

Key Responsibilities:

Leadership:

- Participates as a member of the Leadership Team of 541 to plan and identify internal and external issues and trends that affect the organization and where required, participate in actions planned or to be taken in response.
- Provides management oversight to Volunteer Co-Ordinator of 541.
- Leads the organization in financial and administrative functions, provides support to the day-to-day Café activities and other events, programs, etc.
- Supports the Board of Directors as needed with preparation of materials for Board Meetings.

Operational Planning and Management:

- Works with the Executive Director & Leadership Team to develop an operational plan with goals and objectives that support the fulfillment of the strategic plan of 541.
- Ensures the appropriate operational support is in place to assist Management and staff in their day-to-day responsibilities and facility management.
- Continual review of operational policies and procedures to ensure all required policies are up to date and staff have appropriate training where needed. Ensures that relevant policies are in place to mitigate risk and ensure compliance with regulatory requirements.

Human Resources Planning and Management:

- Works with the Executive Director to annually review compensation levels to ensure fair wages for staff.
- Supports staff in job posting, interviewing, hiring and onboarding as needed.
- Ensures job descriptions are developed, regular performance evaluations are held, where required, and sound human resource practices are in place.
- Ensures Employee Manual is maintained and updated as needed for changes to Employment Standards.
- Provides support with coaching and mentoring employees and volunteers.
- Oversee the bi-weekly payroll processing and associated tasks such as accurate time sheets, to ensure staff are paid timely and accurately.
- Administers the employee Health Benefit Plan for eligible employees.
- Oversees staff vacation planning and staff personal days ensuring that accurate records are maintained.

Financial Planning and Management:

- Works together with Senior Leadership Team and Executive Director to prepare a comprehensive annual budget.
- Responsible for developing and maintaining sound financial practices, ensuring 541 operates within budget guidelines and proper bookkeeping and financial records are maintained.
- Actively monitors cash flow to ensure adequate funds are available for effective operation of all areas of 541. Works with lead fundraising staff and Executive Director to keep apprised of funding needs well in advance of potential cash shortfalls.
- Works closely with Bookkeeper to ensure all relevant information is passed on timely to ensure invoices are paid within the required timeframes, including monitoring of credit card balances to ensure timely payment and collection of all credit card receipts.
- Approves expenditures within delegated authorities.
- Supports the Hospitality Manager in reviewing sales revenues regularly to set targets, adjust pricing or adjust menu options to ensure sales revenue covers cost of goods sold.
- Ensures all financial and tax requirements for the organization are fully met and executed according to current laws and regulations.

Risk Management & Compliance:

- Works closely with Executive Director to identify and evaluate the risks to the organization's people (patrons, employees, management, volunteers), property, finances, goodwill, and image.
- Ensures that the Board of Directors and the organization carry appropriate and adequate insurance coverage; ensures that the Board and management understand the terms, conditions and limitations of the insurance coverage.
- Ensures all privacy requirements are met, and the confidentiality of information is maintained in keeping with regulatory and legislated requirements.
- Ensures compliance with CRA and other Government requirements with respect to reporting and the correct recording of donations and the issuance of donor tax receipts.
- Works with external Auditors to complete annual or bi-annual financial audit.

Qualifications, Experience & Education:

- In full agreement with the Purpose, Mission Statements and Values 541 Eatery & Exchange.
- Proven experience in operations management in a non-profit setting, including experience in effective financial management and oversight.
- Experience in working with financial systems and tools such as Quickbooks and donor management CRM or other similar software.
- Strong written and verbal communication skills.
- Experience and knowledge of Human Resource practices and management including employment standards, human rights, health and safety, charities, taxation, CPP, EI, and health benefit coverage.
- Ability to work effectively in collaboration with diverse groups of people, including staff and patrons.
- Experience working with individuals who are marginalized or considered vulnerable due to their socio-economic status or lived experience.
- Knowledge of all federal and provincial legislation applicable to non-profit requirements for reporting and oversight.
- Adaptability: Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

To apply: Please apply by emailing us at benland@fivefortyone.ca and attaching your resume and cover letter by November 1, 2025. Only email applications will be considered (no direct messages on social media). We're grateful to all interested applicants; however, only those being considered for the role will be contacted.