



# **JOB POSTING**

## **Operations Manager**

**JOB TITLE:** Operations Manager  
**REPORTS TO:** General Manager  
**TERM:** Full-time, permanent position  
**PAY SCALE:** Annual Salary of \$80,000 - \$90,000  
**START DATE:** As soon as a suitable candidate is found  
**CLOSING DATE:** July 15<sup>th</sup>, 2025



K'en T'em Limited Partnership (KTLP) is a for-profit corporation committed to providing the Nlaka'pamux people of the eight Citxw Nlaka'pamux Assembly (CNA) Participating Bands with the resources that will help them efficiently create, manage and operate business opportunities. We are leaders at putting cross-cultural values at the forefront of our business while prioritizing simple, efficient, integrative solutions that meet the unique needs of our clients.

K'en T'em Limited Partnership (KTLP) is seeking a skilled and experienced Operations Manager to join our team. The Operations Manager will report directly to the General Manager and will be responsible for ensuring the smooth and efficient functioning of our organization.

### **Duties and Responsibilities**

The Operations Manager will support the General Manager and work in collaboration with other KTLP Management to:

- Develop and implement operational procedures, policies, and standards to ensure that the organization operates efficiently and effectively,
- Oversee day-to-day operations to ensure that all programs, activities, and services are delivered on time, within budget, and up to expectations,
- Ensure compliance with regulatory requirements and organizational policies. This includes maintaining records and preparing reports for internal and external stakeholders,
- Develop and manage budgets and financial plans to ensure the organization's financial sustainability. This includes preparing budget forecasts, monitoring actuals against the budget, and recommending corrective action when necessary in collaboration with other management,
- Set clear expectations, provide regular feedback, coach and mentor Operations staff, and recognize and acknowledge performance to provide effective management and leadership to staff,
- Collaborate with other departments and external stakeholders to achieve organizational objectives. This includes coordinating with other managers to ensure that projects are delivered in a coordinated manner and are aligned with the overall strategic plan,

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## **Duties and Responsibilities (continued)**

- Identify and implement process improvements to increase efficiency and reduce costs. This includes identifying opportunities for automation, streamlining processes, and improving the use of technology,
- Establish key performance indicators (KPIs) to measure the effectiveness of operations in asset management, administration, IT, and health and safety, while preparing regular reports for the Board of Directors on operational performance, challenges, and progress towards strategic goals, using data analysis to assess and recommend continuous improvements.
- Manage the internal procurement process for goods and services to ensure that the organization gets the best value for its money. This includes developing procurement policies and procedures, identifying vendors, and evaluating bids and proposals,
- Ensure the safety and security of the workplace for staff and visitors by developing and implementing policies and procedures for workplace safety, emergency preparedness, and security,
- Lead the annual review of the Strategic Plan, including the planning and execution of all related activities to ensure alignment with company goals and objectives, and
- Perform other duties as assigned by the General Manager to ensure the smooth and efficient functioning of the organization. This includes providing support to other departments as needed, participating in special projects, and representing the organization at external events..

## **Experience and Requirements**

- A bachelor's degree in business administration or a related field is considered an asset,
- Experience in operations management, preferably in a for-profit indigenous organization,
- Excellent communication, leadership, and interpersonal skills,
- Strong analytical and problem-solving skills,
- Strategic planning, budgeting and financial management experience,
- Experience managing staff and working with diverse teams,
- Knowledge of regulatory requirements and best practices in operations management,
- Ability to work under pressure and meet deadlines,
- Familiarity with project management methodologies,
- A commitment to working in a culturally diverse and inclusive environment,
- Experience in liaising, consulting and/or collaborating with multiple stakeholders is an asset,
- Willingness to travel for work, with a valid BC Class 5 driver's license, and with access to a personal vehicle.



## **Knowledge, Skills and Abilities**

- Ability to handle multiple projects with tight deadlines and potentially competing interests,
- Self-motivated and possess exceptional interpersonal and problem-solving skills, with the ability to work independently or as part of a team,
- Ability to handle confidential information with professionalism and discretion, and be adaptable to various competing demands and demonstrate the highest level of competency and confidentiality,
- Knowledge of and experience in working with indigenous heritage, language, traditional practices,
- Willingness to learn nłeʔkepmx cultural values and protocols while recognizing and respecting cultural diversity,
- Intermediate proficiency with Excel and other Microsoft Office productivity software,
- Ability to work collaboratively with diverse stakeholders, and
- Excellent technical writing skills.

**We will provide training and professional development to support the right candidate. We believe in growth and curiosity. If you have some of these qualities and believe you would be of value to our organization, then we want to hear from you!**



**Please submit your cover letter and resume to:**

**Attn: K'en T'em Human Resources**

Email: [HR@kentem.ca](mailto:HR@kentem.ca)

Subject Line: Application - Operations Manager

In Person: 2025 Granite Ave, Merritt BC

Mail: PO Box 618, Merritt, BC V1K 1B8

Fax: 250-378-2910

We wish to thank all applicants for their interest and effort in applying for the position; however, only candidates selected for interviews will be contacted. Your application to this posting is deemed to be your consent to the collection, use and necessary disclosure of personal information for the purposes of recruitment. K'en T'em respects the privacy of all applicants and the confidentiality of personal information.