



# Frog Hollow

NEIGHBOURHOOD HOUSE | SINCE 1968

[www.froghollow.bc.ca](http://www.froghollow.bc.ca)

2131 Renfrew Street  
Vancouver, BC V5M 4M5

T: 604.251.1225

F: 604.254.3764

E: [contact@froghollow.bc.ca](mailto:contact@froghollow.bc.ca)

## Job Posting Director of Operations

**Hours:** 35 hours per week  
**Salary:** ANHBC wage grid Band OP6: \$38.42 to \$47.20  
**Closing Date:** January 22, 2024

Frog Hollow Neighbourhood House has provided community services to the diverse residents of Hastings-Sunrise community of Vancouver since 1968. With \$7.7 million in annual budget, Frog Hollow delivers multiple programs to all ages of immigrants and refugees in 15 languages. We operate from 2131 Renfrew St., and multiple other locations in the neighbourhood. Our Childcare Programs care for more than 400 children across 4 locations. We employ 120 full and part time staff and 200 volunteers.

The Operations Director is a dynamic and organized leader who Manages and oversees the Operations team as part of the Frog Hollow Senior Leadership Team (SLT). This role maintains all legal and contractual responsibilities related to: financial management, HR, IT, facilities and communications. This position works closely with the SLT in a shared leadership approach and will be the key liaison to the ANHBC Central Office, assisting with activities related to ANHBC Administration. This includes support for: Childcare, Subsidies, Grants, Capital, BCEID, GCOS, VanApply and Criminal Record Checks.

Our work is centered on inclusion and equity, to build social connection and to break down discrimination through community building. We strongly encourage applications from people who identify as Black, Indigenous, and People of Colour (BIPOC), individuals with disabilities, and members of the LGBTQIA2S+ communities.

Please review Responsibilities and Qualifications details below.

Interested applicants should submit your cover letter and resume to Norm Leech at [norm@froghollow.bc.ca](mailto:norm@froghollow.bc.ca) by Monday January 22, 2024.

*Creating Our Community Together*



# Frog Hollow

NEIGHBOURHOOD HOUSE | SINCE 1968

[www.froghollow.bc.ca](http://www.froghollow.bc.ca)

2131 Renfrew Street  
Vancouver, BC V5M 4M5

T: 604.251.1225

F: 604.254.3764

E: [contact@froghollow.bc.ca](mailto:contact@froghollow.bc.ca)

## Responsibilities:

1. **Facilities and Front Office:** Overseeing the effective operation of the House and facilities, including the reception, space bookings, maintenance and asset-related duties (rental properties, social housing, off-site facilities, vehicles) and site management.
2. **Financial Management:** Overseeing financial functions; petty cash, receivables, payables, banking, budget developing and monitoring assistance, creating forms, developing policies and procedures, and other financial duties.
3. **Human Resources Management:** Overseeing human resources systems, including payroll, human resources records, onboarding procedures and documents, exit interviews, working with the OHS committee, and directly supervising Operations staff.
4. **Communications and Information Technology:** Implementing and maintaining oversight of information and technical systems to enhance the House's ability to operate efficiently, including databases, apps, computers, websites, social media, phones, security systems, etc.
5. **Records Management:** Responsible for the development and implementation of systems, documents, policies and procedures to meet all legal requirements for current and archival records. This includes effective organization and oversight of relevant and important documents and data accessible to appropriate staff and volunteers.
6. **ANHBC Liaison:** Being the liaison between Frog Hollow Neighbourhood House and ANHBC Central Services to include connection to ANHBC Operational Policies, Procedures and Implementation (SAGE, ACCPAC, SUMAC, ADP, CONCUR, BEANWORKS)
7. **A member of the Senior Leadership Team (SLT):** Participating on the SLT and supporting the development of operational policies and procedures, strategic plans and projects as required. As a member of the SLT, the Director of Operations will work collectively to manage the facility assets.

Ability to work flexible hours to occasionally accommodate special events, or program requirements (such as weekend programming, attend community meetings, etc.) Some physical work may be required such as moving furniture, lifting boxes, and garden materials.

*Creating Our Community Together*



# Frog Hollow

NEIGHBOURHOOD HOUSE | SINCE 1968

[www.froghollow.bc.ca](http://www.froghollow.bc.ca)

2131 Renfrew Street  
Vancouver, BC V5M 4M5

T: 604.251.1225

F: 604.254.3764

E: [contact@froghollow.bc.ca](mailto:contact@froghollow.bc.ca)

## Qualifications:

- Bachelor's degree in a relevant discipline (e.g., business management / administration, leadership,) or equivalent education/training and experience.
- Accounting/ bookkeeping education or equivalent education/training and experience preferred.
- At least 3 years of relevant experience, including a minimum of two years in a supervisory position, preferably in a nonprofit setting.
- Knowledge / skills and experience in business administration / management, human resources management and payroll administration.
- Strong leadership and demonstrated team / people management skills. Extensive experience of full-cycle accounting processes and agency-wide budget development and monitoring processes.
- Knowledge and experience in facilities management and childcare licencing
- Knowledge of Information Technology Systems, and proficiency with computers and software including accounting programs, word processing, and database management. Knowledge of ACCPAC or other web based accounting programs is preferred.
- Strong oral and written English skills required; proficiency in other languages would be an asset.
- Excellent interpersonal and communication skills, strong organizational abilities, and high degree of accuracy in bookkeeping and record keeping.
- Demonstrated experience in a fast-paced office environment, preferably in front line and supervisory capacities.
- Ability to work effectively under pressure, multitask and meet deadlines.
- Ability to work with diverse populations (i.e., special needs, physical and mental health challenges) and within a multicultural context.
- First Aid certificate (Level 1 Occupational First Aid); WHMIS; and / or SIR certification are assets.
- Clean Criminal record check

Interested applicants should submit your cover letter and resume to Norm Leech at [norm@froghollow.bc.ca](mailto:norm@froghollow.bc.ca) by Monday January 22, 2024.

*The Association of Neighbourhood Houses of BC (ANHBC) is an equal opportunity employer. Our work is centered on inclusion and equity, to build social connection and to break down discrimination through community building. We strongly encourage applications from people who identify as Black, Indigenous, and People of Colour (BIPOC), individuals with disabilities, and members of the LGBTQIA2S+ communities.*

*Creating Our Community Together*