



Job title: General Manager

Organization: Newmarket African Caribbean Canadian Association (NACCA)

Description: The role demands an experienced professional with exemplary management skills who will oversee the day-to-day operations of the business of NACCA, develop and implement short, medium to long-term plans to address new and developing organizational needs.

About NACCA:

Newmarket African Caribbean Canadian Association (NACCA) is committed to the collective work of engaging the African Canadian communities and its allies through program delivery, education, and partnerships, to cultivate an empowered and united Black community in Newmarket.

NACCA remains dedicated to continuing to build, engage and act. Over the next five years our strategic plan will assist to provide a framework with which to build and guide our work. In the next stage of our development, we will prioritize mental health and financial education, access to food and other necessities of life, and continue to build towards a vibrant, more equitable and thriving community. We will continue to centre the lived experiences of African Canadians and create opportunities for positive interaction and dialogue with the aim to reduce racism and foster cross-cultural learning.

Key Responsibilities:

Reporting to the Board of Directors, the General Manager will be a part of a collaborative team, and responsible for long and medium range goals of the NACCA strategic plan, and the day-to-day operations of NACCA's key business initiatives and programming.

Our aim is to continue to deliver high-quality services to meet the changing needs of the local Black community; scale access to program/service and improve the quality of programs already being delivered and the further development of a volunteer strategy to support executive goals and objectives. This will include:

- Management of the day-to-day operations of NACCA's key priority programs and initiatives. Setting clear goals, collaborating, and ensuring an effective, comprehensive alignment with NACCA's strategic plan and goals.
- Setting effective SMART goals for development and management of all day-to-day operations.
- Creating and implementing innovative approaches to attract new volunteers.
- Harnessing Board member strengths and begin initiating foundational work to enhance volunteer teams to support and deliver on NACCA's mission and vision.
- Making connections between and among people, events and programs and their associated circles to increase partnerships, corporate champions, and support for NACCA's initiatives.
- Accomplishing financial objectives by forecasting requirements, assistance with the preparation of annual budgets, scheduling expenditures, analyzing variances, and initiating corrective actions.

- Developing the action plans to take the NACCA Strategic Plan through next level development to implementation with solid programming plans with an eye to sustainability.
- Maintaining quality service by upholding quality and customer service standards, analyzing and resolving quality and customer service problems and recommending system improvements, ensuring a safe, healthy, and legal work environment.
- Other duties as assigned by the NACCA Board of Directors.

This position will require knowledge of Black and African cultural protocols and cultural competencies in developing inclusive environments, partnerships and building on existing partner relationships.

We are seeking a highly motivated, detail-oriented, and self-directed professional committed to commanding the success of NACCA's strategic and transformative goals to the Black community.

Qualifications:

- Bachelor's degree in Communications, Marketing, or Public Relations, Social Services, Community Development, Human Services disciplines, Black Health or Organizational Development studies or related disciplines, in a not-for-profit or charity setting or an acceptable equivalent combination of education and experience.
- Bachelor's degree in Business Administration or Management with a community development focus is an asset.
- Minimum five (5) years of demonstrated experience in a management position working in a community-based and/or Black-led environment delivering on initiatives focused on organizational development, and strategic plan delivery.
- A sound understanding of African history, youth maturation processes, and a lived experience and understanding of issues, currently confronting the Black community especially Black youth.
- Experience and leadership working through, and applying, an anti-oppressive framework with a demonstrated understanding of the effects of anti-Black racism on Black populations rooted in lived experience and demonstrated experience (lived or work) working with Black communities and organizations.
- Demonstrated experience in project management, performance management coaching, supervision, and HR practices.
- Coordinating volunteers at events and providing training and supervision.
- Demonstrated experience in program evaluations and methodologies.
- Excellent organizational skills, time management and problem-solving skills with the ability to meet conflicting priorities and balance multiple projects with a strong commitment to accuracy and attention to detail.
- Strongly developed planning and research skills with excellent prioritization and time management skills.
- Experience in records management and volunteer management software including maintaining information in databases.
- Strong computer skills with knowledge of Windows, MS Office, Google suite, social media platforms and strong research skills.
- Ability to work under pressure, plan personal workload effectively.

- Experience supporting committees and coordinating in-person and virtual meetings and platforms.
- Advanced proficiency with Microsoft Office suite, knowledge of Windows, Social Media platforms, proven design capabilities, including experience with Adobe Creative Suite or similar graphic design software.
- Knowledge of bookkeeping, general finance, and budgeting.
- Strong communication (written and verbal), and interpersonal skills.
- Demonstrated ability to work independently, show initiative and good judgment, and be an effective team member.
- Ability to maintain a broad perspective; ability to foster and maintain effective and cooperative relationships with all levels of the organization, government, and the general public.
- Client-centred services oriented with demonstrated listening and critical thinking skills with attention to discretion and respect to confidentiality and confidential materials.
- Ability to learn new skills and learn inputs from multidisciplinary diverse teams.

To be successful in this role you will be:

- A strong and effective communicator
- Goal driven
- Intuitive and proactive
- Organized
- Self starter and good problem solver
- Work well independently and as a team
- Respectful and positive
- Aware of personal biases

Job Type: Full-time, fixed term contract, 24mths

Schedule: Monday to Friday, weekends as needed

Work Location: In person, 449 Eagle Street, Newmarket

Benefits: paid sick leave, vacation

Application and Hiring Process:

Qualified applicants should forward a cover letter and resume indicating “Application for Operations Manager” in the subject line to: hr@naccacommunity.ca

Successful candidates will require a vulnerable sector check and must provide copies of relevant certifications. NACCA is an equal opportunity employer and encourages applications from all qualified candidates. For more detailed information about the Newmarket African Caribbean Canadian Association, please visit www.naccacommunity.ca

Closing Date: November 30, 2023

Annual Salary Range: \$65,000 - \$81,000

Recruitment Team: NACCA Hiring team