



## EMPLOYMENT OPPORTUNITY

POSTING DATE: OCTOBER 11, 2024

### CHIEF OPERATING OFFICER

REGULAR, FULL-TIME POSITION

COMPETITION # ADM 24-65

Situated along the Trans-Canada Highway between the neighbouring city centres of Winnipeg and Thunder Bay, the District of Kenora is comprised of several communities in Northwestern Ontario, offering an experience in nature like no other. With its main administration office in Dryden and other office locations and ambulance bases across the District, the Kenora District Services Board (KDSB) is the integrated service delivery agency dedicated to improving everyday lives through early learning and care, housing, paramedic, and social services.

Through the continued growth of our organization, we are currently seeking to hire for the newly developed position of **Chief Operating Officer (COO)** within our Administration team. **While the candidate will ideally be based in Dryden, Ontario, we are open to considering other locations within the Kenora District.** Our employees enjoy a healthy work environment, the incredible outdoors, professional development, and an opportunity to make a difference in the lives of others.

Reporting to the Chief Executive Officer (CEO) and a key member of the senior leadership team, the Chief Operating Officer will be responsible for driving operational excellence, efficiency, and outcomes across all programs and services of the organization. The COO plays a critical role in ensuring the organization achieves its strategic goals and objectives.

#### KEY RESPONSIBILITIES INCLUDE:

- Overseeing the Kenora District Services Board's administration operations, project implementation timelines, business developments and programs and services performance while helping build a highly inclusive organizational culture.
- Working with the Chief Executive Officer and the senior leadership team to set and drive the organizational vision and mission, strategic priorities of the Board and recruiting needs.
- Measuring and analyzing current revenue streams, funding programs and program delivery partnerships to optimize organizational growth and revenue strategies.
- Developing actionable business strategies, objectives, and plans that ensure alignment with short- and long-term objectives developed with the CEO.
- Under the direction of the CEO, implement financial procedures and organizational policies and programs to make the organization an industry leader in the Emergency Health and Human Services sector.
- Assessing and implementing improved processes and new technologies through collaboration with senior leadership and management.
- Building and maintaining relationships with other professionals, partners and organizations in the human services sector.

#### SUCCESSFUL CANDIDATES WILL HAVE:

- Experience interpreting and applying provincial and federal legislation, policies and guidelines, as well as experience in the preparation of organizational policies, procedures, guidelines, and directives relating to the delivery of emergency health and human services.

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- Excellent business and budget-planning skills, experience in preparation of annual operating budgets and expenditure control in a public sector environment.
- Ability to work as an independent contributor and as part of a team.
- Knowledge of the current developments in the fields of emergency health, human services, and other similar services that KDSB delivers, including integration of social services and other business practices with the proven ability to adapt to a changing environment.
- Knowledge of community needs and resources to enlist the cooperation of community organizations, agencies, employees and others in mutually beneficial partnerships.
- Ability to establish clear service goals and objectives as they relate to the strategic plan and directives of the KDSB.
- Ability to establish metrics to measure the goals and objectives of the services and follow through on their attainment.
- Knowledge of the organization's goals, objectives, and processes and the ability to communicate the same to management staff.
- Knowledge of management theory and practice as it relates to leading and overseeing teams (including supervision and performance management), process improvements, contractual obligations, funding sources and financial management.
- A well-developed ability to apply analytical and problem-solving skills in order to provide direction and guidance to senior management staff and Board members.
- Demonstrated ability to provide leadership to management staff to enable them to make decisions and cope with challenges and change.
- Analyze routine and non-routine situations accurately and adopt and implement effective courses of action and solutions.
- Strong knowledge and understanding of the Truth and Reconciliation Commission (TRC) of Canada's Calls to Action.
- Superior communication, interpersonal, and public relations skills in dealing effectively with management staff, employees, Board members, and the public as well as government and community agencies including an above average ability to make effective oral and written presentations.
- Political acumen to engage various levels of government.

#### **QUALIFICATIONS WILL INCLUDE:**

- Bachelor's degree in Business, Economics, Finance, or a related discipline.
- Seven (7) years of progressive management experience in the public or private sector with demonstrated experience leading teams within a non-union and unionized work environment.
- A valid Ontario Class G (or equivalent) Driver's license.
- Satisfactory Criminal Record and Judicial Matters Check.
- Master of Business Administration (MBA) graduate degree (or similar) and Chartered Professional Accountant (CPA) (or similar designation) are both assets.
- Legally eligible to work in Canada.



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Along with an excellent benefits package and participation in the OMERS pension plan, we offer a salary ranging from \$169,506.00 - \$194,512.03 per annum.

Interested applicants are invited to submit a cover letter and resume by email, referencing the competition number in the subject line, on or before **November 8, 2024**, at **4:00 pm local time** to:

Bri Pollock (she/her/hers), Manager of Human Resources  
Kenora District Services Board  
Email: [bpollock@kdsb.on.ca](mailto:bpollock@kdsb.on.ca)

While all responses are appreciated, only those applicants selected for an interview will be contacted. Confidential information provided by applicants will be used for the purpose of this competition only and will be protected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

The KDSB will make accommodations available wherever possible to applicants with disabilities upon request during the recruitment process. The KDSB is an equal opportunity employer.