



**Title:** Operations Coordinator

**Reports to:** Systems Analyst

**Status:** Coordinator

**Department:** Administration

**Pay Range:** \$43,014 to \$49,171 annually

**Full/Part Time:** Full Time

**Wage Last Amended:** February 2019

**Job Description Last Amended:** February 2019

## SUMMARY

The Operations Coordinator will assist in analyzing, designing and implementing information and business systems. You will use data and analytics to drive solutions to organizational business problems and will help in identifying organizational improvements needed using business operations processes and designs to drive recommendations. You will be a change agent and collaborate with staff to identify gaps. You will help train and motivate others to use these new processes and systems. In collaboration with the Systems Analyst, you will help problem solve various issues as they arise.

## JOB DUTIES

### Project Coordination

- Collaborate with staff, facilitating development of business process and workflow improvements, automation and clearly end-to-end implementation plans
- Collect and document business requirements for software use and process improvement initiatives
- Create process documentation and workflows for business operations and IT services
- Obtain and manipulate data to prove and drive decision making and recommendations.
- Complete tasks and duties for projects on time, ensuring projects are on time and budget
- Liaise with Systems Analyst on projects as needed

### Operational Duties

- Develop and maintain a thorough knowledge of all our policies and procedures
- Understand and follow all policies and procedures
- Maintain portfolio records, statistics and security with the strictest confidentiality
- Identify risks and inefficiencies
- Report inconsistencies and problems to supervisor/management

- Perform gap analysis on business operations current state
- Research & develop solutions to problems, providing data driven recommendations
- Develop Training material for new business processes and procedures

### **Relationship Building, Networking and Communication**

- Manage and cultivate authentic relationships with all staff and key internal and external stakeholders
- Act as a BCITSA representative on any relevant committees
- Liaise with Systems Analyst and third-party IT company

### **Other Related Duties**

- Support Student Executives and other staff members in their respective initiatives
- Assist other staff with duties, especially during peak times
- Train and support staff as needed on the various applications
- Assist Staff with minor onsite IT and technical business applications
- Other related duties as required

### **BCITSA Agent**

- Maintain a professional and friendly demeanor when interacting with any internal or external stakeholders
- Understand and promote our mission and values naturally and know our basic history

### **Supplementary Information**

- Attend all staff meetings and training sessions as required

## REQUIREMENTS AND ASSETS

### Requirements

- Diploma or Degree in Business Analytics/Business Operations Management/Business Management
- 1-3 years of related experience
- Communication skills
- Relationship building skills
- Multi-tasking skills
- Problem-solving skills
- MCSA – Office 365

### Assets

- Business Operations Experience