

Operations Manager

Overview:

LatAm Startups is a technology non for profit accelerator located in downtown Toronto working with international startups to expand into the Canadian market. we owe our success to the efficiency of our organizational processes. To help maintain and grow our organization, we're seeking an experienced operations manager to oversee daily activities. As an ideal candidate, you'll have a sharp business mind and proven success managing a diverse staff toward maximum productivity. You'll be highly skilled in human resources, finance, and IT management. Additionally, you'll display a proven ability to develop and maintain an environment of trust, diversity, and inclusion within your team. Your ultimate responsibility is to increase our operational efficiency of our growing community.

Primary responsibilities:

- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization;
- Develop implement and maintain quality assurance protocols;
- Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity;
- Actively pursue strategic and operational goals;
- Ensure operational activities remain on time and within a defined budget;
- Track staffing requirements, hiring new employees as needed;
- Oversee accounts payable and accounts receivable departments;
- Lead, motivate and support LatAm team within a time-sensitive and demanding environment, including setup and implementation of career development plans for all direct reports and problem resolution;
- Manage timely data collection to update operations metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service;
- Oversee materials and inventory management;
- Conduct budget reviews and report cost plans to upper management;
- Support with the selection of startups for the programs.

Qualifications:

The ideal candidate will possess the following:

- Bachelor's degree in operations management, business administration, or related field.
- 2+ years' proven experience in an operations management position.
- Strong budget development and oversight skills.
- Excellent ability to delegate responsibilities while maintaining organizational control of branch operations and customer service.
- Highly trained in conflict management and business negotiation processes
- Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office.
- Exceptional verbal, written, and presentation skills.
- Bilingual communication skills (Spanish or Portuguese as a second language preferred)
- Ability to work on tight deadlines.
- Legally able to work in Canada
- Critical thinking/problem solving skills with demonstrated good judgement.
- Strong attention to detail and a strong analytical mind.

Job Type: Full-time (40 hours a week) competitive salary + performance bonus

Benefits:

- 2 days a week working from home
- Casual dress
- Co-working office space close to Union Station



Please notice we require the following to evaluate your application:

Resume with at least two references.

Please send your resume, questions or comments to contact@latamstartups.org

LatAm Startups is an equal opportunity employer. We celebrate diversity and strive to provide opportunities for youth, minority groups and newcomers to Canada.