



VIVRE LA MUSIQUE - LET'S MAKE MUSIC

## **Job description**

### **OPERATIONS AND HUMAN RESSOURCES COORDINATOR**

The CAMMAC Music Center is a non-profit organization founded in 1953 and located in Harrington, in the Laurentians. In addition to offering 8 weeks of music camps during the summer to amateur musicians of all ages, CAMMAC rents out its rooms to various organizations and businesses during the rest of the year.

#### **Job summary**

The Operations Coordinator is responsible for coordinating programs, activities, and services related to the Center's operations. Their role is to provide relevant information in a timely manner to new and existing clients. This person provides exceptional service to facilitate the Center's operations and contributes to the smooth running of activities while supervising the work of those assigned to carry out the activities.

#### **Responsabilities**

Under the authority of the Executive director, the duties of the Operations Director are, but not limited to:

- Interacting with members and visitors to obtain their feedback on the quality of products and services. Helping to collect, analyze, and process customer needs
- Being present when CAMMAC program participants and corporate groups arrive/depart, when possible
- Coordinate project and event priorities and dates with the maintenance, housekeeping, and boutique teams.
- Collaborate with the kitchen team on projects and events.
- Coordinate and supervise the work of those assigned to carry out activities, ensuring the quality and compliance of the work. Approve timesheets according to established procedures. Develop work schedules.
- Ensure the supply of maintenance products for your sector, negotiate agreements with suppliers, prepare quotes and have them approved by your supervisor, ensure the quality of work performed or goods received
- Manage the budget diligently and carry out procurement and inventory management.
- Monitor store sales and prepare daily reports.
- Ensure prevention, safety, cleanliness, and harmony of external premises and equipment in accordance with environmental and organizational standards
- Participate in the hiring of maintenance, housekeeping, store, and summer employees, update recall lists, validate their performance upon departure, and record it in their files
- Participate in the management of certain volunteer positions and coordinate their activities
- Propose and implement improvements to internal work processes
- Write user guides
- At the request of senior management, perform all other related tasks within your area of expertise, particularly at the administrative level

#### **Requirements**

- At least 3 years of experience in customer service and/or operations management and/or human resources
- Knowledge of the music industry is a major asset
- Significant experience with computer systems (hotel management, Office suite, Zoom)
- Significant experience in human resources management (hiring, laws and regulations, follow-ups, schedule management, etc.)
- Good knowledge of spoken and written French and English; bilingualism is required
- Commitment to providing excellent customer service, interpersonal skills, empathy, patience, thoroughness, and good organizational skills are desired qualities



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### **Additional requirements**

- Be flexible, discreet, and thorough
- Have initiative and be self-sufficient
- Be adaptable
- Demonstrate customer service skills and communication skills
- Be able to manage priorities and work under pressure
- Demonstrate good analytical and organizational skills
- Be team-oriented

### **Conditions**

Some work hours are on weekends, especially during summer camp programs.

**Work schedule:** 40 hours per week (possibility to adjust the number of work hours depending on the time of year, if desired), permanent position, full-time, annual

### **Benefits**

- 4 weeks of vacation starting in year 1 (including closure during the holiday season – 2 weeks)
- 2-year contract, renewable
- Flexible schedule based on customer needs, reservations, and scheduled work

**Workplace:** Harrington, Quebec

**Salary:** Starting at \$50,379 per year, depending on skills, possible bonus

**Start date:** As soon as possible

**End date and time of posting:** January 2, 2022, 9:00 PM

**Contact information :** [rh-hr@cammac.ca](mailto:rh-hr@cammac.ca)

*\*Only successful candidates will be contacted*

*\*The masculine gender is used only for the sake of brevity, the position is open equally to men and women*