



Operations Manager - Administrative Services

Do you have a strong work ethic and are passionate about education and community programs? Be part of a team where you can work for a non-profit organization and make an impact on students to learn more! You can make a difference in the world by giving students the opportunity to access free and affordable educational services!

About York Region Educational Services:

York Region Educational Services (YRES) is a not-for-profit organization that provides individuals in York Region and beyond with free and affordable educational resources in a safe and supportive environment that inspires, motivates, and helps set the foundation for personal growth.

About this opportunity:

As an Operations Manager – Administrative Services, you will lead operational planning, workflow optimization, and administrative coordination across the organization. You will develop, implement, and improve policies, systems, and procedures that enhance organizational performance. Through strategic planning, staff leadership, and resource management, you will help YRES achieve operational excellence and long-term sustainability.

Key responsibilities are as follows:

- Develop, implement, and monitor operational policies, systems, and procedures to support efficient workflows.
- Coordinate daily administrative operations and ensure alignment with organizational objectives.
- Analyze operational performance data and KPIs to identify gaps and improvement opportunities.
- Streamline workflows, introduce process automation, and implement best practices to increase productivity.
- Lead cross-functional coordination to ensure smooth communication and timely completion of tasks.



- Supervise, train, and mentor administrative staff to achieve high performance and professional growth.
- Manage resource allocation, ensuring budgets, materials, and time are used efficiently.
- Oversee compliance with legal, regulatory, and safety requirements across operations.
- Prepare operational reports and present insights, challenges, and recommendations to senior management.
- Support large-scale organizational projects and initiatives that enhance efficiency and long-term growth.
- Collaborate with internal and external stakeholders to maintain strong relationships and operational transparency.
- Deliver day camps (e.g., March Break Camp, Weekend Camp, and Summer Camp) and other virtual and in-person educational programs across the Greater Toronto Area.

Requirements:

- Dedication and passion for operations management, administration, and organizational efficiency.
- Experience in operations, administration, or management roles.
- Strong leadership, communication, and team supervision skills.
- Ability to analyze data, assess performance, and make evidence-based decisions.
- Exceptional attention to detail and commitment to high-quality work.
- Ability to work 35–40 hours per week, including evenings and weekends based on operational needs.
- Mobility to commute across the Greater Toronto Area, mainly York Region and Toronto.
- A valid Standard First Aid with CPR-C certification and a satisfactory Vulnerable Sector Check are required (not reimbursed). These must be acquired before the first day of work.

Assets:

- Experience in nonprofit administration, operational leadership, or organizational development.
- Experience with process mapping, automation tools, or workflow optimization.
- Fluency in more than one language (reading, writing, speaking, and listening).
- Access to a car and a valid G2/G Ontario driver's license.

This is a fully in-person position. Salary ranges from \$18-26/hour, dependent on experience, skills, education, and role.