

## Job Posting Operational Manager – Good Nature Groundskeeping (GNG)

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**Title:** Operational Manager GNG

**Classification:** This is a non-unionized position

**Type:** Full Time

**Location(s):** Ottawa

**Salary Range:** \$49,450 to \$55,125

**Benefits:** Generous vacation, sick, appointment & personal time & full access to an inhouse gym. Group benefits, RRSP's after probationary period

**Hours:** 35 hours per week with flexibility to adjust hours as per the operational demands

**Employer:** Causeway Work Centre

**How To Apply:** Please submit your cover letter and resume to [ofreiheit@causewayworkcentre.org](mailto:ofreiheit@causewayworkcentre.org)

**Closing Date:** June 21, 2024

### About Causeway

Causeway is a not-for-profit agency that empowers all people by helping those with mental illness and other challenges find meaningful work. We have a desire to see people treated with dignity and respect. We believe that there is no limit to anyone's potential. By leveraging their talents and abilities, we work to shift society's perspective regarding people whose value has not yet been recognized.

Good Nature Groundskeeping (GNG) is social enterprise that provides commercial and residential grounds maintenance and care through our professional groundskeeping business across the National Capital Region. GNG operates under Causeway with a mission to help people who face barriers to employment gain skills and successfully participate in the labour market. The Manager oversees all areas of the social business operations including staffing, training development, account management, equipment controls, supplies and business administration. The Manager leads a team of Supervisors, core operational staff along with a variety of part-time and casual staff.

### Working Conditions

35 hours per week with flexibility to adjust hours as per the operational demands. Working with people with mental illness or other disabilities. Work schedule may include evenings and weekends. Ability to perform physical labour duties, standing for long periods of time and lifting loads over 50 lbs.

### Duties & Responsibilities

- Oversee and directly work within the grounds keeping operations and services including lawn care, and waste management.
- Build, organize and lead a team of motivated and dedicated, groundskeeping and waste management supervisors and work crews, including full time, part-time and seasonal staff and clients.

- Ensure industry related training and employment opportunities are provided to Causeway clients who have experienced barriers to employment, including mental health challenges and other disabilities.
- Research and oversee the creation of best practices in ground keeping, purchasing and maintenance of equipment, and contract bidding and tendering.
- Oversee supply orders, service contracts, materials and equipment management inventories, supplier relationships, season storage units and procedures.
- Oversee customer account quotes, invoices and lead the relationship management practices.
- Manage an operational budget including revenues and expenses.
- Lead the business development plan including achievement of key performance indicators (KPI's).
- Manage the administrative and HR reporting requirements, recruitment, schedules, contracts, performance reviews, disciplinary actions.
- Work in collaboration with Causeway's finance & administration team to ensure timely reporting and account reconciliation
- Research and lead the building of business relationships and customer service management practices.
- Ensure adherence to Health & Safety requirements and implementation of operating policies & procedures.
- Oversee and ensure employment and business-related evaluation, statistics and reports are completed.
- Act as an 'Ambassador' by representing Causeway and our Program Services at events and on committees in the sector and community.
- Contribute as a Manager to the organization wide strategic, operational and program developments.
- Perform other duties as required.

## **Qualifications & Experience**

- Post secondary education in a related field required. Business Administration or Landscaping/Horticulture training diploma or certificate considered a strong asset.
- 2 to 3 years' experience working within the related industry, with a strong emphasis on landscaping or outdoor environment construction and care.
- A good understanding of budgets, strategy, customer services and performance management.
- 2 to 3 years supervising a team of 5 or more.
- Experience managing customer accounts and building strong relationships.
- Experience working with and coaching diverse people.
- Knowledge of mental health, disabilities and/or supported employment considered an asset.
- Knowledge of equipment costs, suppliers and materials is a strong asset.
- Understanding of Social Enterprise and supported employment models considered an asset.
- Experience in marketing/sales and project planning.
- Exceptional leadership & communication skills (both written and oral).
- Ability to multi-task & work a flexible schedule including some evenings and weekends.
- Ability to provide estimate and quotations for services of varying size.
- Well organized with attention to detail.



- Strong decision making and critical thinking skills.
- Ability to use Microsoft Office products, social media channels, Quick books and Customer relationship software.
- Driver's license & clean abstract required.
- First Aid/CPR and WHMIS are required. Training will be provided if necessary.
- Current Police Record Check required.

We thank all applicants, however only those selected for an interview will be contacted.

*Causeway is an inclusive workplace and encourages qualified candidates from diverse backgrounds and who have faced barriers to employment, including those who may need accommodation, to apply to join our staff team.*

*Please advise if you require accommodation throughout the recruitment process*

