



OPERATIONS MANAGER

THE OPPORTUNITY

The Calgary Downtown Association [CDA] is seeking an experienced Operations Manager to oversee daily activities relating to events, activations, sponsorships and programming partnerships around the Downtown. As an ideal candidate, you'll have a sharp business mind and proven success managing multiple activities toward maximum productivity. You'll be highly skilled in event production, risk management, public engagement, City of Calgary permitting and regulations around event logistics, finance, and basic 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, envision and execute activations/events in the Calgary Downtown core.

ABOUT THE CALGARY DOWNTOWN ASSOCIATION

The Calgary Downtown Association (CDA) is a Business Improvement Area established under Alberta's Municipal Government Act and represents over 2,500 businesses in a 120-block area in the city centre. This area comprises over 50 million square feet of office, hotel, retail, restaurant, entertainment, attractions, cultural and government buildings.

Our Vision Spearheading prosperity for Downtown businesses by intentionally shaping the character of Calgary.

Our Mission Community leader generating dynamic spaces, places, and integrated communities. A Business Improvement Area (BIA) is a group of businesses in a defined geographical area that come together to improve and promote their businesses. Some of the BIA roles include:

- Enhancing the economic development of an area through promotion and marketing.
- Improving the physical environment of public spaces in commercial areas.
- Working collaboratively with The City in delivery of municipal services in their zones.
- Advocating for policies and practices that support economic vitality in their zones.

ROLE OBJECTIVES

- Execution of overall Calgary Downtown event programs including strategic planning, budget, contracts, and issue management. Manage timely data collection to update operations metrics to achieve productivity targets, eliminate errors, and deliver excellent customer service
- Motivate, and support a small team within a time-sensitive and demanding environment, including setup and implementation of various activities for the CDA in Calgary's Downtown and assist in other areas where needed



- Responsibility for CDA pedestrian mall contracts/policies, CDA policies and strategies relating to Stephen Avenue Walk/Barclay Mall, access permits, buskers, banners and signage.
- Work with the General Manager to effectively communicate and build positive relationships with downtown merchants and property owners, keeping them informed of issues, decisions and news relevant to Downtown Calgary.
- Actively explore programming and partnership opportunities around the larger Calgary Downtown core including local arts and cultural groups for collaborative opportunities.

KEY RESPONSIBILITIES

- Partner with cross-functional support teams in improving the proprietary tools and systems
- Work closely with management to make sure activities remain compliant with local regulations and policies
- Oversee materials and inventory management and management of programming resources
- Prepare budgets and report cost plans to upper management
- Liaison with Calgary Police Service and City of Calgary Bylaw officers regarding bylaw enforcement and social disorder concerns
- To work with CDA's General Manager to create and manage an annual Pedestrian Mall budget and overall event and activation Budget.
- Create and maintain an operational handbook for the CDA.
- Support the collaborative team environment on ongoing initiatives as needed
- Maintain constant communication with management, staff, and vendors to ensure proper operations and activation/event management for 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 objectives
- 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
- Evening and weekend work will be required



**Calgary
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downtowncalgary.com

REQUIRED EXPERIENCE & QUALIFICATIONS

- Bachelor's degree in operations management, business administration, business, arts management or related field
- 5+ years proven experience in an operations management, logistics lead, or event producer position and/or related field
- Strong project management, budgeting and financial oversight skills
- Excellent ability to delegate responsibilities while maintaining organizational control of operations
- Highly trained in conflict management and business negotiation processes
- Experienced in working with not-for-profit organizations
- Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office (Word, Excel, Outlook, Project Management)

PREFERRED QUALIFICATIONS

- Working knowledge of management software programs, including Xero
- Strong IT skills, including database development
- Multiple years of financial and account reporting
- Knowledge of safety, fire and building code regulations as it pertains to event production
- Previous working relationships with various departments at the City of Calgary

COMPENSATION

Compensation will be commensurate with experience. A competitive benefit package will be included as well as access to our office amenities (check out the Edison's building amenities for further details).

Closing Date: April 2, 2021.

We are hoping to fill this position by April 15, 2021 but our commitment to finding the right fit may require more time.

To Apply: Interested and qualified applicants are asked to email a resume and cover letter to: jenniferr@downtowncalgary.com .

We thank those applicants who are interested in this position, however, only those candidates selected for an interview will be contacted. We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.



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