



OPERATIONS MANAGER

(Full-time, Permanent)

Salary is \$55,000 to \$65,000 commensurate with years of experience

Position is based in Toronto. The successful applicant will need to be located in Toronto and able to manage a hybrid work schedule

Reelworld Screen Institute & Reelworld Foundation

Reelworld was founded in 2000 by award-winning actress and producer Tonya Williams to advance opportunities for Indigenous people and Canadians in the screen industries who are Black, Asian, South Asian, and other People of Colour by providing professional development and advocating for racial equity in Canadian content and production. Reelworld Screen Institute, a non-profit, provides training programs and presents the acclaimed Reelworld Film Festival, which celebrates stories by racialized Canadians. Providing access to opportunities is core to Reelworld, and Access Reelworld is Canada's leading hiring platform for racialized crews and talent. Reelworld Foundation, a registered charity, is transforming the industry by creating mechanisms that hold systems accountable for greater equity.

Operations Manager

Reporting to the Executive Director, the Operations Manager is a key leadership role at Reelworld Screen Institute that undertakes management of all Reelworld's administrative activities and is responsible for the management of all processes, logistics, critical paths and year-round production, as well as developing administrative systems to improve efficiencies across the organization year-round.

Key Responsibilities

Year-Round Responsibilities

- Work with the Executive Director to strategize and develop long-term objectives that ensure new levels of productivity and success; Set strategic goals for operational efficiency and increased productivity; Analyze current operational processes and performance, recommending solutions for efficiency; Develop, implement, and monitor day-to-day operational systems and processes to provide visibility into the goals, progress, and obstacles of key initiatives;
- Develop, implement and review operational processes to ensure effective cross-functional collaboration: Organize and oversee the schedules and work of assigned staff; Oversee weekly staff meetings making sure everyone is on track; Use Monday.com to project manage and to work closely with Reelworld team and keep them on point; Create and update internal documents, calendars, monday.com boards, G Suite accounts and additional internal sites to reflect the daily changes and updates to year-round organizational functioning. Work with key departmental staff to develop and implement quality measurement/evaluation of services in all areas of responsibility; Plan, monitor, and analyze key metrics for day-to-day operations to ensure efficient and timely completion of tasks;
- Assist the Executive Director with scheduling board meetings, managing Board correspondence, and creating reports for the Board. Provide administrative assistance with financial tracking

systems and deposits, filing, and mailing, ordering supplies, handling general inquiries via info email and general phone; Work alongside event and office spaces to facilitate COVID regulations and best practices for maintaining the space, as well as storage and space upkeep; Maintain equipment, keys and other office space related contract, communication and space up-keep for the WorkHaus office spaces; Work to manage equipment and software infrastructure along with year end content downloads and cloud updates;

- Administer merchandise logistics, such as ordering items, preparing quotes for services, and tracking invoices: Draw on relationships with external partners, government agencies and vendors to make decisions regarding operational activity and strategic goals; Generate and manage partner and vendor contracts for the organization; Maintain constant communication with managers, staff, and vendors to ensure proper operations of the company;
- Plan the use of human resources: Organize recruitment and placement of required staff; Establish organizational structures; Facilitate onboarding processes for new employees, including updating onboarding documents; Oversee and maintain Vacation/Lieu/Sick day tracking documents; May be required: Conducting performance evaluations that are timely and constructive. Monthly payroll discipline and termination of employees as needed and in accordance with company policy.

Festival and Event Responsibilities:

- Scheduling and Reporting: Work with ED to create and update Festival timelines and documents; Close out Platforms by downloading and archive content and reports; Maintain detailed festival schedules for staff and Board of Directors as well as work plans and schedules for Festival contractors; Identify Festival staffing needs, and facilitate updating onboarding materials; Oversee volunteer program; ensure recruitment, scheduling and training plans are in alignment with festival needs; Create and maintain a detailed production log during the Festival and write a detailed post-mortem.
- Oversee venue management: Act as the primary liaison for bookings and operations logistics of our main venues (Paradise Cinema), including auditing and approving invoices, house management, load in/out logistics, credential requests, connecting our staff to resources as needed; Collaborate with marketing, engagement, and artistic departments to ensure all on-site logistics for events and screenings are planned for, scheduled, and managed; Coordinate logistics with various teams and implement the build/customization of platforms for events, screenings and live streams; Ensure online platforms are in place for virtual offering of the Festival (Cinesend, Airmeet, Elevent etc.) and maintain contracts and communication for support and customization; Participate in hands on festival venue operations when required, including both Front of House and Volunteer functions;
- Oversee all box office functions, ensuring ticketing and customer experience standards and procedures are adhered to, interdepartmental needs are accounted for, and project timelines are on track: Update Festival Website Ticketing and Pass structure in collaboration with Communications and other departments; Manage ticketing structure, builds, payments, and box office operations; Work across departments to manage ticket holds, allocations, packages, and EXTRAs for organizations or filmmaker delegates;

- Coordinate logistics and run the back-end: including overseeing building of assets in Cinesend, pre-record content, and live-streams; Ensure Platform assets (i.e. copy/text, images, logos, etc.) from other staff are delivered on time; Oversee, Track and coordinate production flow of assets (videos, documents, captioning + subtitles, pre-records, images, logos, copy/text) and running order/program line-up for year-round content production teams and various internal teams.

Required Skills and Experience

- Minimum of 3+ years progressive experience in a related role within the nonprofit sector, or equivalent experience - eg Production Manager, Line Producer, Theatre Manager
- Post-secondary degree or related experience in Project Management, business or arts administration
- Detail and process-oriented with exceptional administrative and organizational skills
- Project management and keen problem-solving skills that enable quick assessments and effective judgment calls
- Professional manner and “can-do” attitude, with the ability to adapt quickly to change
- Exceptional negotiation skills and ability to work diplomatically with multiple stakeholders
- Adaptable to a flexible work schedule including some evenings and weekends
- Commitment and ability to embed equitable practices and management in all aspects of the organization

Application

Please submit your resume and cover letter to hr@reelworld.ca

Your application should include:

A cover letter outlining why you are the right candidate for this role, including experiences you have had in the role of past Operations type jobs. Please also add why you best understand the Indigenous, Black, Asian and People of Colour communities we serve in the Canadian screen industries. Please let us know if you are from one of the communities we serve. Please include the salary range you are seeking.

No phone calls please.

Applicants will be reviewed immediately until the role is filled.

Applicants with disabilities who are qualified and selected for an interview will be accommodated upon request.

Reelworld Screen Institute welcomes applications from underrepresented communities such as Indigenous, Black, Asian and People of Colour.

Reelworld Screen Institute thank all those that apply, however, only those applicants selected for an interview will be contacted.