



# McLeod Lake Indian Band

General Delivery, McLeod Lake, BC V0J 2G0

Main Office (250) 750-4415 Fax: (250) 750-4420

## Job Posting

### **Director of Operations and Community Services**

#### **Position Overview**

The Director of Operations is a pivotal role responsible for overseeing the day-to-day operational functions related to facilities, community infrastructure, and community services for McLeod Lake Indian Band (MLIB). This position ensures the Band's community services, facilities, and infrastructure operate effectively and efficiently to meet the needs of Band members. Reporting to the Band Administrator, the Director will act as the primary point of contact for membership inquiries and concerns, working across departments to optimize services and support Band members. This role will also play a key part in bringing projects from inception to completion and will assume responsibility when the Band Administrator is unavailable or on vacation. The position is full-time, requiring forty hours per week and daily presence in McLeod Lake.

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#### **Key Duties and Responsibilities:**

##### **Community Services Management**

- Serve as a primary liaison for community members, addressing inquiries and concerns related to operational and community services.
- Provide leadership and achieve management objectives in the Public Works and Housing departments.
- Design and implement operational policies aligned with MLIB's long-term objectives.
- Develop long-term sustainability plans for reserve lands infrastructure, ensure capital asset management plans are in place and updated regularly.
- Collaborate with emergency services on plans for emergencies and service disruptions; lead the creation of contingency plans for unexpected operational challenges.
- Ensure the quality of services on-reserve meets the needs of community members and MLIB administration
- Align department plans with the MLIB Strategic Plan and the MLIB Comprehensive Community Plan

##### **2. Operational Management**

- Oversee and support Housing and Public Works departments and their staff.
- Develop and manage plans for community services, facilities maintenance and infrastructure, within budget constraints.
- Implement and refine operational policies to enhance departmental efficiency.
- Establish and oversee annual and preventative maintenance schedules, ensuring compliance with safety protocols, environmental standards, and operational policies.

##### **3. Financial Oversight**

- Manage annual budgets and authorize expenditures for operational departments.
- Regularly review and monitor financial reports to ensure fiscal accountability.
- Oversee the preparation of required reporting for Indigenous Services Canada, CMHC and other funding agencies.
- Identify potential funding opportunities to support operational initiatives.
- Manage contracts for consultants or contractors as required following MLIB procurement practices and contract management policies.



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#### **4. Leadership and Staff Development**

- The Operations and Community Services Director will oversee the managers of Public Works and Housing as well as provide mentorship and staff support for the team.
- Work collaboratively with other managers to complete annual performance evaluations.
- Ensure adherence to WorkSafe BC regulations and Occupational Health and Safety (OHS) standards.
- Promote cross-departmental collaboration to enhance operational effectiveness.

#### **5. Community Relations**

- Act as the primary point of contact for membership concerns related to operations, facilities management, and community services.
- Provide a high level of customer service, troubleshooting challenges, and developing actionable solutions.
- Regularly update the Band Administrator, Council and the Community on operational changes, project progress and, new initiatives, and policy changes through newsletters, meetings, and digital communications.
- Mediate and resolve conflicts as they arise in the Community as they relate to operations, and services.

#### **6. Reporting and Accountability**

- Prepare monthly reports to the Band Administrator and Council, detailing departmental progress, challenges and upcoming plans.
- Ensure compliance with local, provincial, and federal regulations, including workplace safety standards.
- Conduct evaluations of programs and identifying areas for improvement and developing actionable improvement plans.
- Maintain accurate and up-to-date records for all operational activities

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#### **Qualifications**

##### **Education and Experience**

- Bachelor's degree in business administration, Public Administration, Economics or a related field.
- Red Seal Certification in a trade is highly desirable.
- Certification in Small Water Systems.
- Minimum of 5 years of progressive management experience in operations, facilities management and/or community services, preferably in an Indigenous community setting.
- Experience managing budgets, services, and infrastructure projects.

##### **Skills and Competencies**

- Strong leadership and decision-making abilities.
- Demonstrated experience in communication, negotiation, and conflict-resolution.
- Proficiency in strategic planning and project management.
- Financial experience overseeing large budgets and operational plans including reporting with the ability to interpret budgets and reports.
- Solid interpersonal skills and the ability to establish, build and maintain relationships.
- Knowledge of Indigenous governance, culture, and traditions.



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#### **Working Conditions**

- Daily work on site or in the field in McLeod Lake with occasional travel as required. May require occasional evening or weekend work as needed.

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#### **Compensation**

- Salary range: **To be determined based on qualifications and experience.**
- Comprehensive benefits package, including health, dental, and pension contributions.
- Professional development opportunities.

#### **Attention: Band Administrator**

Email: [bandadministrator@milib.ca](mailto:bandadministrator@milib.ca)

Opening date: January 24, 2025

**Closing date: Until filled.**

*We thank all interested applicants. However, only short-listed candidates will be contacted.*