

## Operations Manager

**Location:** Markham, ON  
**Immediate Supervisor:** Director of Finance & Administration  
**Application Deadline:** January 15, 2022

We are looking for a talented customer service and office management professional to join our team and help us to provide exceptional service to our donors and staff teams. If you have proven skills in customer service, database and office administration, preferably within the charity sector, we want to hear from you.

Globally, 1.7 billion people are affected by neglected tropical diseases (NTDs) like leprosy. They are the world's most underserved people and communities. NTDs don't just cause illness and disability, but they destroy livelihoods and tear families apart. These diseases seed discrimination and isolation. Neglected tropical diseases trap people in a cycle of poverty.

As followers of Jesus, we cannot stand by and let people suffer needlessly from treatable and preventable diseases. God calls us to intervene in this broken world as agents of restoration and hope. We work with our committed supporters here in Canada and our partners in the countries where we serve to be champions of hope.

Charity Intelligence Canada named us a ["Top Ten Impact Charity"](#) and a ["Top Ten International Impact Charity."](#)

### Overview of the Role

In this role you will be responsible for our donor relations team and ensure the timely and accurate processing of all donations while delivering exceptional donor service. You will manage all our office services efficiently ensuring that all staff are well supported, vendor relationships are managed for cost effective services, and the database and other information technologies equip us to meet changing needs. You will also provide human resources administration support. This is a full-time position that includes a competitive package of salary and benefits.

### Benefits

At Effect Hope, we ask a lot of our employees, but we also offer a lot in return. In addition to your competitive salary, medical/dental/vision plan, and matching pension plan, you will enjoy:

- Dress: Casual – We want you to be comfortable at work.
- Location: This is an in-office role. Get to our office quickly thanks to our highly accessible East-end site in Markham. We are currently following public health recommendations and will open our office in stages with partial remote work.
- Fellowship: Hang out and pray with your colleagues and be encouraged in your faith.
- Career Development and Mentoring: You will be joining a Christian organization with experienced and thoughtful leaders who are committed to investing their time to grow and develop others.

### What you bring to the role

- Undergraduate degree in Business Administration or similar education. PMP designation would be an asset.
- 5+ years' related experience in Donor or Customer Service Management/Office Administration/Information Technology.
- Working experience in Raiser's Edge software preferred, experience with cybersecurity frameworks an asset.
- Clear communication skills in making proposals and recommendations.
- Strong interpersonal skills in working with interdisciplinary teams.
- A commitment to the mandate of Effect Hope and Christian ethics.
- Proficient in project management and experience introducing process improvements.

The selected candidate must be willing to commit to our Vision, Mission and values. Effect Hope is a Christian mission with a donor base that is primarily of the Christian faith. Candidates must be comfortable with this position and be willing to work in this environment with a broad range of Christian perspectives.

We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all those who apply; however, only those selected for an interview will be contacted.

Apply now to [humanresources@effecthope.org](mailto:humanresources@effecthope.org).