

Communitas – Staff Position Description
SUPERVISORY

TITLE: Social Enterprises Manager

REPORTS TO: Director of Service Development

POSITION SUMMARY

This position manages and provides leadership to Communitas Social Enterprises with a focus on building business relationships, growing sales and marketing our services in the Fraser Valley. This position oversees three social enterprises: CommCrew (landscape & property maintenance), Vehicle Maintenance (vehicle detailing and maintenance services), and Janitorial services. Communitas Social Enterprises provides employment training opportunities through our Work Experiences for individuals with mental health challenges, developmental disabilities and acquired brain injuries. Our social enterprises require the unique leadership skills that encompass both business acumen and a passion for community values. In addition to managing our current enterprises, you will also have the exciting opportunity of exploring entrepreneurial ventures with Communitas.

SPECIFIC DUTIES

Business Capacity

- Provide business leadership and direction to CommCrew, Vehicle Maintenance and Janitorial services, where the primary focus will be on business development, growing revenues, and creating a place of contribution for the people that we serve
- Implement sales and marketing goals and strategies to secure external contracts and grow the enterprises
- Initiate and maintain strategic business partnerships with other likeminded organizations and businesses in the community
- Manage the hiring process to build the workforce needed to carry out the operations of all three social enterprises
- Work with staff to ensure inventory and equipment is inspected, maintained, and ordered when necessary
- Work with the accounting team to ensure that accounts payable and invoicing is completed on a monthly basis
- Create reports, frameworks and policies that may be required for operational analysis or for funder reporting
- Schedule staff shifts, organize ongoing jobs, and complete payroll for staff teams
- Participate in and lead new business and entrepreneurial ideas for Communitas Social Enterprises as needed
- Create documentation and processes to ensure social enterprises runs smoothly and efficiently
- Research efficiencies and how the enterprises can save on current costs

Social Capacity

- Encourage and motivate staff teams via work supervision and service check ins
- Oversee Work Experience participants, ensuring quality training for participants to support them to become more job-ready
- Maintain a positive environment for employees and participants for the purpose of teaching transferable skills and providing a supportive, growth-oriented work environment
- Strong conflict management skills and the ability to patiently address personality conflicts
- Plan and facilitate team meetings to foster a healthy team dynamic
- Ensure positive working relationships between Social Enterprises and other related Communitas programs
- Provide training to various teams and complete regular quality checks for the work being completed
- Cover shifts and carry out work as needed when teams are short staffed
- Oversee the preparation of program related reports and proposals
- Work with staff to update and implement program procedures to ensure continuous quality improvement
- Prepare and administer regular employee work performance reviews and initiate any needed corrective action
- Serve as the primary contact for all matters concerning the social enterprises such as emergency calls and business services inquiries
- Gather pertinent information for monthly reporting

REQUIREMENTS

- A relevant college degree or two years of mid-level management experience is preferred
- A strong background in sales, marketing and ability to network and create business relationships
- A philosophy of service that is in line with Communitas' Vision, Mission and Values
- Willingness to complete in-house Psychosocial Rehabilitation modules
- Familiar with and able to implement Psychosocial Rehabilitation principles fostering a belief in the recovery process
- Effectively use Microsoft Word, Excel, and PowerPoint
- A strong penchant for creativity and the ability to take initiative
- Ability to establish and maintain effective working relationships by exercising tact and diplomacy while maintaining the highest levels of service and confidentiality with the ability to observe, record and evaluate staff performance
- Ability to read and interpret financial statements and make effective operational decisions based on cost/sales ratios
- High energy and highly motivated with strong interpersonal, leadership, motivational and organizational skills
- Excellent teamwork skills as well as the ability to work independently without supervision
- Possession of a valid Class 4 BC driver's license (Or willing and able to obtain one)
- Emergency First Aid Certificate with CPR