



## DIRECTOR OF OPERATIONS

### The Organization

Mississaugas of the Credit Business Corporation (MCBC) advances the economic interests of the Mississaugas of the Credit First Nation (MCFN) by building and stewarding long-term commercial opportunities that support community prosperity and self-determination. Established in 2017, MCBC partners with public and private organizations to develop and invest in initiatives across real estate, infrastructure, energy, and related sectors. MCBC focuses on shaping strong partnerships, guiding strategic investments, and ensuring that growth aligns with the First Nation's values, priorities, and long-term vision.

### The Opportunity

Are you an operations leader who is energized by building structure and creating systems that enable meaningful, long-term impact? MCBC is seeking an experienced Director of Operations to play a critical leadership role during a defining stage of the organization's growth. As a member of the senior leadership team reporting to the CEO, this role exists to support execution of MCBC's corporate strategy. In addition to leading operations, the Director of Operations plays an important stewardship role in supporting the shareholder relationship and ensuring accountability to the community MCBC exists to serve.

As MCBC continues to evolve, you will have the opportunity to help shape how the organization operates, makes decisions, and delivers results—creating a strong operational foundation that supports long-term community prosperity and positions the organization for future success.

### What You'll Do

- **Strategic Leadership and Planning:**
  - Lead the development, refinement and execution of strategic plans, policies, and procedures to improve operational efficiency and compliance, in collaboration with executive leadership.
  - Provide direction and guidance to team members, consultants, and contractors, ensuring First Nations perspectives, knowledge, and approaches are honored in joint venture partnerships.
- **Operational Oversight**
  - Oversee day-to-day operations, project timelines, and program developments, and evaluate the effectiveness of operational processes and infrastructure.
  - Ensure compliance with relevant regulations, policies, and industry standards.
  - Oversee physical infrastructure and facilities planning, ensuring space, security, and operational needs are met as the organization grows.
  - Oversee information technology services through external vendors, overseeing performance, integration, and alignment with business needs.

- **Financial and Resource Management:**
  - Develop and monitor financial and budgetary plans related to operational and partnership activities, ensuring resources are allocated in line with approved objectives, funding intent, and cost controls.
  - Manage the operational budget and associated cost drivers within the P&L, including oversight of vendor and contractor relationships, to ensure spending remains aligned with approved plans and performance expectations.
- **Governance and Policy Support:**
  - Support the CEO and leadership team in meeting governance objectives including the development and revision of policy and procedures.
  - Provide oversight of Corporate Secretary responsibilities, including proper records management for board, committee, and partnership meetings.
- **Stakeholder and Shareholder Relations:**
  - Forge and maintain trusting relationships with key partners, stakeholders, and funding/project partners.
  - Support First Nation shareholder business relations, ensuring awareness of business opportunities arising through these relationships.
  - Facilitate communication across departments and with external stakeholders to ensure smooth operations.
- **Team Development:**
  - Manage, lead and develop operational staff, fostering a culture of continuous improvement and accountability.
- **Special Projects and Initiatives:**
  - Contribute input and operational oversight to special projects, including mergers, acquisitions, restructuring, or investment initiatives, as required.
- **Communications and Public Relations:**
  - Provide operational oversight of communications platforms, including coordination with those responsible for website and social media maintenance.
- **Compliance and Certifications:**
  - Ensure registrations, certifications, licenses, and renewals are in good standing with relevant business, industry, government, and Indigenous agencies.

## Key Qualifications

- **Education:**
  - A post-secondary degree or diploma in Business Administration, Management, or a related field.
  - A combination of other post-secondary education and relevant work experience may be considered.

- **Experience:**
  - A minimum of five (5) years of senior management experience with progressive responsibility.
  - Proven experience in operational management, preferably within a First Nations organization, Indigenous enterprise, or similar environment.
  - Extensive knowledge and experience working with a progressive Indigenous business corporation, ideally within an urban and industrial environment like Ontario's Greater Golden Horseshoe.
  
- **Cultural Awareness:**
  - Demonstrated understanding, awareness, respect and an appreciation of First Nations culture and history; knowledge of the Mississaugas of the Credit First Nation (MCFN) is a strong asset.
  - Experience working with First Nations communities, businesses, or NGOs.
  
- **Skills and Competencies:**
  - Exceptional organizational, leadership, and interpersonal skills with the ability to prioritize competing priorities seamlessly in a dynamic environment.
  - Superior knowledge of operational functions, including project coordination, people management, financial oversight, and stakeholder engagement.
  - Strategic thinker with sound judgment, problem-solving ability, and adaptability.
  - Exceptional verbal and written communication skills.
  - High proficiency in Microsoft Office Suite, particularly Excel, Word, and PowerPoint and willingness to learn and adopt evolving technologies.
  
- **Technical Knowledge:**
  - Strong understanding of organizational infrastructure, including facilities planning (i.e leasehold agreements and space allocation), vendor management, and outsourced IT oversight.
  - Proficiency in supporting financial management and analysis including financial planning, budget monitoring, resource allocation, and overseeing contractor/vendor oversight.
  
- **Confidentiality and Governance:**
  - Ability to manage sensitive and confidential information with professionalism and discretion.
  - Experience working with a Board of Directors is a strong asset.

Submit Cover letter and Resume to [HumanResources@mncbc.ca](mailto:HumanResources@mncbc.ca)  
 Open until filled