

Tourism Operations Manager

Region 9 Regional Tourism Organization (RTO 9) is a not-for-profit organization that promotes and invests in tourism in South Eastern Ontario. RTO 9 is governed by a Board of Directors and is funded by the Ministry of Tourism, Culture and Sport. Our role is to support tourism operators across South Eastern Ontario through a variety of programs and services. RTO 9 has a small team of creative, collaborative individuals, that are dedicated and passionate about their work. All positions are home based in South Eastern Ontario and regular in person team meetings take place within the region. While each individual has their own responsibilities, our team is very intertwined, and each person's duties are a vital part of the overall collective goals of the organization.

RTO 9 is committed to maintaining a work environment that actively promotes employee wellbeing and a healthy work/life balance. RTO 9 encourages and supports employees in prioritizing their own wellbeing, in part, by recognizing the need to disconnect from work as defined in the Ontario Employment Standards Act, 2000 (the "ESA").

Responsibilities:

The Operations Manager will work collaboratively to support many of the business functions related to the ongoing daily management of the organization. Reporting to the Executive Director, the Operations Manager will be responsible for the effective control of:

Administration

- Organizing and booking of meetings and workshops, to include minute taking
- Updating internal contact lists, passwords etc.
- Ordering of supplies
- Preparation of presentations

Partnership Fund Management

- Development of applications and guidebook
- Disbursement of partner contracts
- Intake of invoicing
- Effective management of partner budgets, HST disbursement
- Development and collection of final reporting from partners

RTO 9 develops an annual business plan with varying initiatives that are undertaken by all team members. Additional duties as required.

Qualifications and experience:

- Ability to work with minimal supervision and work as part of a team.
- Must be able to work under deadline pressure, set priorities and be detail oriented with excellent time management skills.
- Excellent understanding of budgeting and project management.
- A high level of knowledge and competency in Microsoft office particularly Word & Excel, and Google workplace products – Gmail, Google Drive, Sheets & Docs.
- Excellent communication and presentation skills.
- Use of database software system (CRM).
- Understanding of tourism and the role of a Regional Tourism Organization.
- Valid driver's license and immediate accessible transportation.
- Able to travel throughout South Eastern Ontario and occasionally to other Ontario regions with occasional overnight stays.
- Post-secondary education in Business Administration – Management/Tourism.
- Additional duties as required.

This position is a contracted full-time position, based on annual funding from the Ministry of Tourism, Culture and Sport. RTO 9's working hours are Monday – Friday, 8:00 am – 4:00 pm, with some occasional evenings and weekends required. This position is available immediately. All RTO 9 positions are remote, and employees are expected to have reliable internet access and cell service, as well as a dedicated office space.

Salary:

RTO 9 offers a competitive salary based on years of experience. RTO 9 offers health and dental benefits for all full-time employees.

If you are interested in bringing your knowledge and passion to RTO 9 please send a cover letter and resume in either MS Word or PDF to:

Bonnie Ruddock
Executive Director
RTO 9 – South Eastern Ontario
Email – bruddock@region9tourism.ca

We thank all candidates for their interest however only those under consideration will be contacted. We will accommodate the needs of qualified applicants under the Human Rights Code in all parts of the hiring process. RTO 9 understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and business practices. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner. The mission of providing an accessible and

barrier-free environment is a shared effort, and as an organization, RTO 9 is committed to working with the necessary parties to make accessibility for all a reality.

RTO 9 is committed to maintaining an inclusive workplace climate that embodies mutual respect for the dignity and worth of each person. In this diverse and equitable workplace, all employees will have the opportunity to contribute fully to RTO 9's business goals and each employee's unique contribution will be respected. Employees of RTO 9 are entitled to work in an environment free from all forms of harassment (including sexual harassment), violence, and discrimination.

RTO 9 prohibits harassment, violence, and discrimination of or by any of its employees, in the workplace, or at any work-related and/or staff social functions, or in any other work-related circumstance. RTO 9 will refrain from any actions contributing to harassment, violence, and discrimination in its workplace. Harassment, violence, and discrimination are violations of the Ontario Human Rights Code and Occupational Health and Safety Act.