



## **JOB DESCRIPTION**

### **DIRECTOR OF OPERATIONS**

#### **1.0 DESCRIPTION**

- 1.1 ORGANIZATION:** Canadian Amateur Rowing Association  
(Rowing Canada Aviron - RCA)
- 1.2 TITLE:** Director of Operations
- 1.3 JOB CATEGORY:** Full-time Professional – One-Year Contract
- 1.4 REPORTING TO:** Chief Executive Officer

#### **2.0 RESPONSIBILITIES AND DUTIES**

##### **2.1 GENERAL**

The Director of Operations is accountable for driving organizational effectiveness through the execution of strategic priorities, operational excellence, and strong governance practices. This role partners closely with the CEO and Senior Leadership Team to ensure alignment, performance, and continuous improvement across internal operations and key membership-facing functions.

##### **2.2 SPECIFICS**

###### **2.2.1 Strategic Operations, Risk & Organizational Performance**

- Lead the translation of RCA's strategy into integrated operational plans, ensuring disciplined execution and evaluation of Strategic Plan outcomes
- Serve as a strategic partner to the CEO on enterprise risk management, leading risk identification, mitigation strategies, and ongoing monitoring

- Facilitate alignment and execution of priorities by supporting decision-making processes and ensuring organizational follow-through on key initiatives
- Oversee the development of executive-level reporting and support the development of board-level reporting on organizational performance, strategic priorities, and key initiatives
- Lead the development of funding proposals and collaborate with the Senior Leadership Team on annual reporting to regulatory and funding bodies (e.g., Own the Podium, Sport Canada)
- Support organizational financial forecasting and scenario planning to inform strategic decision-making

### **2.2.2 Human Resources**

- Lead the development, modernization, and consistent application of HR policies, procedures, and employee resources
- Ensure organizational compliance with employment legislation through proactive monitoring and risk mitigation
- Oversee compensation and benefits programs, ensuring alignment with organizational principles and competitive, equitable practices
- Lead talent acquisition strategies to attract and retain high-quality employees through equitable and efficient processes
- Contribute to employee engagement, retention, performance management, and leadership development initiatives
- Support managers and foster a culture of accountability, continuous feedback, and professional growth

### **2.2.3 Communications and IT**

- Provide strategic oversight of communications to enable organizational effectiveness, service delivery, and stakeholder engagement
- Ensure marketing and communications strategies are in place to enhance community engagement, elevate RCA's profile, and support sport growth
- Ensure communications systems, digital platforms, and IT services are reliable, effective, and responsive to organizational and member needs
- Oversee compliance with privacy, communications, and data management legislation and related policies

- Guide the continuous improvement of communications, information management, and technology practices, tools, and governance

#### **2.2.4 Membership Strategy, Services & Governance**

- Ensure effective delivery of programs, services, and national initiatives that support member needs and long-term sport development
- Provide strategic oversight of the member services portfolio, including insurance, growth initiatives, DEI, and technical and on-water safety
- Oversee membership governance by ensuring the consistent application of policies, bylaws, and procedures

#### **2.2.5 Safe Sport**

- Lead the implementation and continuous improvement of RCA's Safe Sport framework
- Serve as the operational lead for Safe Sport matters, including coordination, escalation, and resolution processes
- Ensure compliance with Safe Sport requirements of regulatory bodies and partners
- Oversee policies, procedures, training, and reporting mechanisms
- Ensure consistent application of Safe Sport standards across the organization and broader community when applicable

### **3.0 Level of Authority**

#### **3.1 Degrees of Supervision**

The Director of Operations is responsible to the CEO and works closely with the CEO and other members of the Senior Leadership Team. The Director of Operations has responsibilities for daily management of other RCA staff.

#### **3.2 Power of Decision**

As part of the Senior Leadership Team, the individual will have significant influence in the overall direction, strategy and objectives of RCA. The Director of Operations will have authority to lead and manage operations and programs within their remit in accordance with the policies and budgets that have been approved.

### **4.0 Key Performance Indicators**

- 4.1** Delivery against annual strategic and operational priorities as assigned (e.g., % of initiatives on track or completed)
- 4.2** Executive and organizational alignment on key priorities, measured

- through timely decision-making, initiative progress, and leadership feedback
- 4.3** Accuracy of financial forecasts and success in securing and retaining funding (including quality and timeliness of reporting to funders)
  - 4.4** Employee engagement, retention, and leadership effectiveness across the organization
  - 4.5** Member satisfaction, engagement, and growth, alongside quality and reliability of services delivered