

Job Title: Operations Lead

Job Status: Onsite, full-time, permanent

Work Location: Onsite 5 days/week

Salary: \$75,000-85,000 (commensurate with experience)

Reports to: Board of Directors

About Us

Campus Co-operative Residences Incorporated (CCRI) is an independent student housing co-operative that owns and operates 23 houses in Toronto's Annex neighbourhood. Established in 1936, CCRI was founded on the principles of justice, equality, mutual aid, and co-operation. As a democratic organization, CCRI is governed by our 200+ members, primarily post-secondary students. We are seeking an Operations Lead with the skills and experience to provide a steady, professional foundation for CCRI.

Job Summary

This position is responsible for providing professional stability, strategic continuity and high-level operational oversight to a small team in our office. Reporting directly to the student-led Board of Directors, the Operations Lead will serve as the organizational anchor and bridge the gap between governance and daily operations. The Operations Lead will demonstrate a high level of integrity and prioritize CCRI's mission and values, including a commitment to DEIJ.

Core duties:

- **Staff Leadership & Coordination:** Provide day-to-day management and mentorship to the core staff using a collaborative approach that respects their individual expertise.
- **Property & Facilities Management:** Lead long-term capital planning and oversee preventative maintenance schedules to ensure the sustainability and safety of the cooperative's assets.
- **Operational Efficiency:** Work with current office staff and maintenance to optimize day-to-day task scheduling.

- **Strategic Continuity:** Develop and maintain documented operational systems and institutional knowledge to ensure CCRI stays the course and follows through on its year-over-year plan.
- **Board Liaison & Governance:** Serve as the primary point of contact for the Board of Directors, helping to maintain the distinction between Board-level governance and staff-led operations.
- **Financial Stewardship:** Oversee bookkeeping, annual budgeting, and financial reporting, ensuring all organizational spending follows proper authorization and accountability protocols.
- **Problem Resolution:** Act as the final source of truth and the primary escalation point for operational or personnel issues, identifying gaps in current processes and implementing collaborative solutions.
- Maintain compliance with policies and procedures established by the organization.
- Perform other operational tasks as assigned by the Board.

Qualifications and Skills

- Minimum 3 years' experience in personnel and operations management, with a demonstrated ability to lead others through influence, coaching, and "soft skills" rather than rigid hierarchy.
- A background in property management, facilities coordination, or maintenance management, particularly in a non-profit or coop setting.
- Experience creating standard operating procedures (SOPs) or transition manuals that ensure organizational continuity during leadership changes.
- A genuine commitment to the cooperative model and the non-profit sector; motivated by community impact rather than corporate advancement.
- A passion for working with young people, to collaborate respectfully with our student-led Board of Directors with a genuine appreciation for their roles, opinions and experience
- High emotional intelligence with the ability to communicate effectively with diverse stakeholders, from student members to maintenance staff.
- Competency in basic bookkeeping, budget creation, and financial oversight.

- A sophisticated understanding of DEIJ principles, including respect for people's preferred pronouns, respect and understanding of members of the LGBTQIA+ community and the diverse identities of our membership
- Ability to navigate sensitive interpersonal dynamics and situations with objectivity, neutrality, and empathy.
- Ability to analyze financial information and reports.
- Ability to communicate effectively, both verbal and written, and build relationships with all levels within an organization and contribute to a collaborative, cooperative work environment.

How to Apply: Applications for this opportunity will be processed through Humani HR. To apply, submit your resume to winnie.leung@humanibr.com, use the subject line "CHFT Application - Operations Lead (CCRI)"

We are committed to fostering a diverse and inclusive work environment where all employees are respected, valued and empowered to do their best work. Campus Co-operative Residences Incorporated welcomes applications from all qualified candidates and is committed to providing accommodation for people with disabilities. If you require accommodation at any stage of the recruitment process, please let us know.

CCRI thanks all applicants for their interest in this position. We will only be contacting candidates who are under consideration for an initial interview. Thank you for your consideration.