

## **FIRST NATION OF NA-CHO NYAK DUN (FNNND)**

**POSITION TITLE:** Director, Operations  
**DEPARTMENT:** Executive  
**SUPERVISOR:** Executive Director  
**DATE:** May 2024  
**STATUS:** Regular Indeterminate  
**CLASSIFICATION:** Level 10

---

### **Job Summary**

Reporting to the Executive Director of the First Nation of Na-Cho Nyak Dun this position is responsible for supporting the Executive Director in leading, planning, managing and implementing the policies and procedures relating to the administration and operation of FNNND. The incumbent will provide administrative expertise and direction to departmental Managers responsible for program delivery and is responsible for monitoring and ensuring that the programs are run within budget, workplans are implemented and followed and that work is accomplished in a timely fashion. The Operations Director ensures seamless operations of the office through effective and efficient administrative activities and understands the impact of this position on all department program functions.

### **Main Duties**

- Oversee the daily administrative management of program departments as per the organizational structure of FNNND. Review and support the development of appropriate policy, procedures and planning for departmental structure as necessary.
- Work with the Director of Human Resources and Capacity, other Directors and Departmental Managers to ensure that a workplan is in place for FNNND employees, assesses and recommend work related skill training for staff, reviews program budgets and make recommendations to Council.
- Coordinates the development of work planning with the Department of Human Resources to ensure there is an operational plan in place for each department and that work plans are being followed and evaluated.
- Support departmental managers and staff in decision making and ensures that decisions and program operations follow FNNND policies. Attending regularly scheduled management meetings as required.
- Ensures the development of operational plans and budgets.
- Provides technical advice to Council and ensures that there is a communication strategy within the organization.
- Reports to the Executive Director on staff activities, programs, equipment, building and infrastructure needs; and identifies service gaps for modifications to improve service delivery.

## **Qualifications**

- Completion of a degree in Business Administration or equivalent field preferred.
- A degree or diploma in Indigenous Studies is an asset.
- Five years' experience in a related leadership role within a First Nations environment.
- Equivalent training and experience in multi-discipline program management.
- Experience in working within a federal or territorial Government organization in a senior management capacity is required (preferably First Nation).

## **Knowledge and Skills**

- Strong knowledge of business administration practices and procedures.
- Knowledge of financial management and accounting practices and procedures.
- Knowledge of or demonstrated ability to quickly acquire knowledge of the programs, regulation and procedures of the Umbrella Final Agreement (UFA), Self-Government Agreement (SGA) and other relevant legislation.
- Good knowledge of information technology and systems.
- Ability to supervise, mentor staff and prepare proposals.
- Ability to work in a developing, culturally unique government setting.
- Ability to organize, coordinate and effectively manage a number of multiple disciplines.
- Ability to effectively conduct meetings.
- Knowledge of FNNND culture and government structure are assets.

## **Management Skills**

- Experience working at the management level including the ability to direct, supervise and evaluate the performance of personnel.
- Ability to manage budgets.
- Ability to lead, direct and manage program and policy development and delivery.
- Strong decision making and problem-solving skills.
- Ability to manage high levels of stress effectively.
- Excellent organizational and time management skills.
- Ability to utilize a computer and associated software.

## **Interpersonal Skills**

- Excellent communication skills, both oral and written.
- Discretion, tact, diplomacy, compassion and good judgment.
- Ability to resolve conflicts and foster unity.
- Ability to make challenging decisions exercising cultural sensitivity.
- Ability to work effectively as part of a management team.
- Ability to establish and maintain professional working relationships with staff, citizens and the general public.
- Ability to provide strong leadership and motivate people.
- Ability to work flexible hours.
- Ability to maintain confidentiality.

### **Decision-Making**

- The position receives political and policy direction from the Executive Director through Council. The incumbent is expected to make operational decisions within the general direction and priorities given by the Executive Director.
- The decisions and direction provided by this position have a significant impact on the organization. The position is responsible for ensuring direction, goals and objectives are met through effective administration and operation services according to policies and procedures.

### **Impact/ Accountability**

- This position has full accountability for the effectiveness of day-to-day operations of the organization and for ensuring activities meet the requirements of relevant legislation and regulations. Tact, diplomacy, and judgment directly affect the ability of other departments to execute their workplans with respect to departmental issues and human resource planning and capacity building.
- The Operations Director will often need to deal with situations of conflict and value differences when addressing issues within the department and within the First Nation and should have strong personal values, as issues will often require judgment-based decisions.
- Poorly thought-out decisions or recommendations can impact the FNNND Government's ability to effectively manage its operations and services as a whole.

### **Key Personal Contacts and Nature of Contact**

#### **Who**

#### **Nature of Contact**

Elders	Traditional cultural rules apply.
FNNND Citizens	May be required to share information and advice with.
Executive Director	Will receive directions from and report to.
Staff	Will provide directions and advice on administration and operation. Mentor and provide direction
Federal, YTG, Private Business Sector and Industry	To exchange and receive information on finance policy and procedures

### **Positions Supervised**

- Managers
- Executive Administrative Assistant
- Casual staff as required.

### **Working Conditions**

- The position requires occasional travel. There is a requirement for overtime to meet tight timelines. The position is constantly required to meet regular and ad

hoc deadlines in the production of information and the management of human and financial resources.

- Duties often require intense mental concentration (e.g. in the development of new policies, analysis of budget proposals) which may frequently be interrupted by personnel emergencies throughout the day.
- There is often a requirement to deal with emotional or upset individuals not only on a day-to-day basis, but also during strategic negotiations and in the application of policy that may be considered by some as harsh.
- There is the requirement to meet tight timelines and be able to fully concentrate on several tasks at once, be capable of quick responses in emergency situations and be able to handle reporting to multiple parties.
- There is a constant demand for effective decision making in an extremely challenging environment.
- Physical activity is “rare”.

### **Conditions of Employment**

- Oath of Confidentiality and Code of Conduct
- Valid Class 5 Driver’s License and Abstract
- Criminal Record Check