



NOVA SCOTIA
FEDERATION OF
MUNICIPALITIES

Director of Operations and Communications

Position Objective

Reporting to the Chief Executive Officer, **The Director of Operations and Communications** is a part of the senior management team and is responsible for members services, personnel, and facilities. They will support the CEO in the management of day-to-day operations of the NSFAM, including oversight of communications and administration. They will help inform decisions and will be tasked with overseeing administrative functions and communications.

The Director of Operations and Communications will build on member relations strategies, review and expand member benefit programs and identify new opportunities to financially support the work of the NSFAM.

Term: Full time, permanent

Required Qualifications

Education

A post-secondary degree in Business Administration, Public Administration, or a related field. A graduate-level degree is considered an asset.

Experience

- Knowledge of municipal government gained from working in or liaising with the public sector
- A minimum of two years in a supervisory role
- Communications and/or stakeholder relations experience
- Ability to facilitate contract negotiations for external programs and services
- Ability to review program financials in an organizational context
- Experience working in a member-based organization is considered an asset
- Demonstrated ability to work with diverse stakeholders including membership, and various levels of government

What NSFAM Offers

- Competitive salary (\$80,000-\$85,000 per annum)
- Matching employer retirement savings contribution
- Health and Benefits Plan
- Wellness allowance and Professional development opportunities

Job Description

Contract Management

- Facilitate contract management for member programs including the Health and Benefits Plan, Municipal Insurance Program, and Group Procurement Program
- Prepare annual reports for Audit and Finance Committee on group plans
- Facilitate contract management for organizational services such as Information Technology

Human Resources

- Supervise staff and work streams related to communications and office administration functions
- Create job descriptions and participate in the interviewing process for new staff, including preparing job offers
- Perform onboarding tasks with new staff including acquiring technology and supplies, and providing an orientation to NSFM and the Employee Handbook
- Perform probationary and annual performance reviews for assigned staff with a view to continuous improvement
- Oversee compliance with HR policy
- Identify HR concerns and bring to the attention of CEO
- Ensure access to Health and Safety information and compliance with provincial legislation, and HR Policies
- Facilitate information sharing relating to NSFM employee health and benefit program

Communications, Reports and Publications

- Coordinate with the policy team and Communications Advisor to edit and release external communications including online social and digital media
- Weekly review and edit of the organization's newsletter
- Coordination and editing of Municipal Observer (Spring/Summer, Fall/Winter)
- Coordination and editing of Municipal Atlantic Associations Magazine

Program Promotion

- Work with vendors to promote current programs and services to membership
- Work with vendors to introduce new services to the Board of Directors for consideration
- Coordinate with Event Planner to ensure representation of programs and services at annual conference
- Coordinate with Event Planner and the Association of Municipal Administrators to feature member programs and services via webinar
- Coordinate with Communications Advisor to promote programs and services in weekly newsletter, and other communication tools
- Prepare a strategy for the regular promotion of programs and services across available channels

Committees

- Participate in quarterly Health and Benefits Plan Committee meetings with Plan consultant and committee members

- Collaborate with Health and Benefits Plan Consultant to facilitate annual review of Group Health and Benefits Plan for membership and municipal employees
- Participate on National Advisory Committee for Group Procurement Program
- Facilitate quarterly meetings with Group Municipal Insurance Oversight Committee for contract review and negotiation
- Review and facilitate contract amendments and updates for NSMF group programs

Office and Building Management

- Coordinate with office administration staff to facilitate ordering of employee and office supplies
- Act as point person for building management communications relating to the office environment
- Facilitate maintenance requests and repairs as required

Capacity Building and Risk Management

- Work with IT provider and assigned staff to introduce a member directory (e.g., CRM) software solution
- Participate in strategic planning and monitor progress
- Seek ways to enhance member engagement and increase member satisfaction
- Work with CEO and Financial Officer to identify risks to current financial resources and actions needed to minimize risk
- Establish and grow relationships with association counterparts across Canada
- Development and management of annual business plan
- Development, monitoring and updating of risk register

All other duties as assigned by the CEO.

Interested candidates are invited to forward a covering letter and resume in confidence to jspencer@nsfm.ca by November 18, 2022.