

OPERATIONS MANAGER

Full time: 35 hours / week

Salary: \$68,000 - \$70,500 plus benefits

OVERVIEW

The Reach Gallery Museum is located on Stó:lō Tém:éxw, in the unceded Stó:lō territory of the Máthxwi First Nation and Semá:th First Nation. The Reach is the centre of cultural and creative innovation in the Fraser Valley. Our vision is to be a gathering place that fosters intercultural and intergenerational exchange in an environment of mutual respect and understanding.

The Reach is seeking an experienced, proactive, and results-oriented professional to provide operational leadership across key functional areas. The Operations Manager is responsible for overseeing daily business operations, managing front-of-house staff, and leading financial and accounting functions to ensure organizational effectiveness and sustainability.

This is a full-time position (35 hours per week), with core hours between 9:00 am and 5:00 pm, Monday to Friday. Flexibility is required to meet operational needs, including occasional evenings and weekends. The compensation package includes a competitive salary, paid vacation, extended health and dental benefits, and a matching Registered Savings Plan (RSP) contribution. This role is part of the management team and is non-unionized.

The Reach is committed to building a diverse and inclusive workplace and encourages applications from equity-deserving groups, including Indigenous, racialized, and LGBTQ+ individuals, persons with disabilities, and newcomers to Canada.

HOW TO APPLY

Email your cover letter and CV as a single PDF to Sandra Dyck, Executive Director, at sd Dyck@thereach.ca by 11:59 pm PST on 15 May 2026. Please use "Operations Manager" as the subject line of your email. We thank all applicants for their interest; however, only shortlisted candidates will be contacted.

RESPONSIBILITIES

Operations

- Support human resources functions, including policy development, onboarding, orientation, benefits administration, employee file maintenance, and liaison with union representatives (MoveUP Local 378).
- Provide leadership to the Visitor Experience (front-of-house) team, including recruitment, training, scheduling, performance management, and progressive discipline.
- Participate in and support collective bargaining processes on behalf of the organization.

- Provide leadership and oversight of The Reach’s occupational health and safety framework, ensuring compliance with WorkSafeBC standards and all applicable legislation. This includes developing and implementing policies and procedures, conducting risk assessments, overseeing incident investigations and reporting, coordinating staff training, and fostering a culture of workplace safety and prevention.
- Offer strategic and confidential advice to the Executive Director and Board of Directors on budgeting, labour relations, and human resource matters.
- Provide administrative support to the Executive Director, including coordinating meetings, maintaining records, preparing documentation, and recording meeting minutes.
- Oversee office operations, including systems, supplies, and equipment, and negotiate contracts with vendors and service providers.
- Assist in project administration and the preparation of grant applications by providing financial and statistical data.
- Serve as the primary liaison with the City of Abbotsford for building-related matters.
- Oversee facility maintenance, cleaning services, repairs, and procurement of equipment and supplies.
- Maintain organizational schedules, calendars, records, and filing systems.
- Coordinate third-party facility rentals.
- Support events, programs, and organizational initiatives as required.

Accounting and Financial Management

- Prepare financial reports and provide recommendations to the Executive Director and Board of Directors on budgets, investments, grants, and other financial matters.
- Oversee accounts receivable and payable processes, monitor cash flow, and generate financial reports as required.
- Administer payroll, insurance, and employee benefits programs.
- Manage reconciliation of revenues and expenses, including banking, payroll, facilities, and program costs, with support from the bookkeeper.
- Maintain accurate financial records and produce monthly and annual financial reports.
- Contribute to the continuous improvement of financial systems, processes, and internal controls.
- Prepare documentation for the annual audit and liaise with external auditors.

QUALIFICATIONS AND SKILLS

- Post-secondary education in business administration, public administration, finance/accounting, or a related field; an equivalent combination of education and experience will be considered.
- Minimum of five years’ experience in administrative and accounting roles, with progressive leadership responsibilities. Experience in the not-for-profit sector is considered an asset.
- Demonstrated management experience in a customer service-oriented environment.

- Proficiency in accounting and office software, including QuickBooks, Microsoft Office, PayPal, and Square.
- Strong understanding of human resources practices, employment legislation, and experience working in a unionized environment.
- Excellent written communication skills, with the ability to prepare professional reports, correspondence, and documentation.
- Proven ability to anticipate needs, solve problems proactively, and implement effective solutions.
- Strong organizational and time management skills, with the ability to manage competing priorities while maintaining attention to detail.
- High level of professionalism, discretion, and interpersonal effectiveness.
- Valid BC driver's license and the ability to pass a criminal record check.