

Background

Intellimedia LP is an innovative information management and software development firm. We create value for clients through products and services that improve quality, efficiency and enable data driven decision-making. Intellimedia is seeking a **Director of Operations** to become a core, senior member of its management team. The ideal individual for this role is comfortable working in an autonomous, accountable environment with growth-oriented companies. This individual has likely held a senior management role at a small, growing company, or comes from a management consulting background; however, all relevant professional experience will be considered.

Founded in 2006, Intellimedia offers licensed software solutions, technical professional services as well as IT and management consulting to K-12 schools and school districts. Intellimedia core software solutions include **Dossier**, a data analytics tool used to monitor and improve learning outcomes for students, as well as **SchoolEngage**, a digitized form management and registration tool used to optimize internal school systems and processes.

This is an exciting and challenging opportunity for an ambitious, hands-on individual to use his or her knowledge and management expertise in a dynamic, growth-oriented business. The new Director of Operations will be responsible for leading the company's day-to-day operations and supporting the Chief Executive Officer in driving the strategic growth initiatives of the company. The Director of Operations will be accountable for directing and managing the team to ensure everyone works collaboratively towards the key performance indicators and strategic goals set by the CEO and the Board. targets.

The Director of Operations will:

- Oversee all aspects of company operations to ensure all team members are working towards the established growth targets and strategic initiatives, and be ultimately accountable for the team's performance in achieving these goals
- Lead, manage, and oversee projects as directed by the CEO, and remain accountable for the completion of these projects on time and on plan, thereby allowing the CEO to devote increased time to strategic initiatives
- Interact regularly with key customers to oversee projects, support the sales function, and ensure customer satisfaction
- Support the CEO in driving the sales function, and lead certain aspects of the sales function related to the company's SchoolEngage product
- Develop and implement key systems and processes to ensure the efficiency and effectiveness of the company and its team members
- Provide input towards company strategy, new product and service ideas, and growth opportunities
- Guide and monitor administrative team members as they complete billing, bookkeeping, and management reporting processes
- Lead certain business consulting engagements for key customers, and/or oversee such projects by leveraging the expertise of other team members and contractors
- Develop marketing initiatives and approaches to engage and grow the customer base with support from the CEO

- Provide guidance, leadership, and motivation to employees in order to maintain the corporate culture
- Continually monitor, evaluate, and optimize the financial performance of the company
- Support the CEO in ad-hoc projects and requests

The successful candidate possesses the following experience and personal characteristics:

- Several years of progressive experience as a senior employee of a small- to mid-sized, growth-oriented organization, as a management consultant, or with similar background and experience
- Experience leading teams and managing projects effectively and efficiently
- Experience developing and implementing systems and processes
- Highly ambitious and self-motivated, with the ability to hold oneself accountable for achieving targets and results
- Financial acumen with the ability to develop a financial plan and manage resources effectively
- Excellent problem solving and analytical skills
- Outstanding leadership, communication, and conflict management skills
- Comfortable interacting with key customers and stakeholders; sales experience would be an asset but is not required
- Experience working with a growing software company would be an asset but is not required
- Comfortable working in a fast-paced, sometimes stressful environment, with high degrees of accountability
- Comfortable working in a hands-on environment, managing competing personalities and styles

Salary and Benefits

Intellimedia intends to fill this position in the very near future, with a projected start date of June 1, 2022. Interested candidates meeting the above requirements should respond to this ad with a detailed resume.

In addition to a competitive salary, the position offers an employer paid RRSP contribution, opportunity for bonuses, as well as majority employer paid benefits. The company is also very supportive of professional development with employer funded training that is aligned to organizational goals

Please email resume to: hr@intellimedia.ca