

Hero Holiday Manager of Operations (Mexico)

Job Summary

The Operations Manager for Mexico will oversee the functions of Hero Holiday in Mexico. Because of the nature of this position, we require all parties to seriously consider a minimum time commitment of three to five years.

Responsibilities

1. Positive Representation of Absolute Leadership Development
 - a. Maintain a vocal, respectful and consistently professional presence of Absolute Leadership Development in the local community
 - b. Be familiar with the area, contacts, resources and other organizations
 - c. Be extremely familiar with medical facilities and make personal contacts for easier accessibility when needed
2. Preparation and execution of Absolute Leadership Development's program (Hero Holiday) in Mexico
 - a. Arrange accommodations for groups after trip dates have been confirmed
 - b. Arrange meals for group, making sure the shopping is done and supplies are on hand
 - c. Maintain first aid kits and supplies
 - d. Plan evening activities and excursions for groups (always be on the look out for new ideas and possibilities)
 - e. Organize all project solicitudes, project interviews, research potential projects and choose which projects we will work on. (guidance will be given in this area)
 - f. Lead / assist with the presentation of the Protection Policy and make sure that all adults on the trip have signed the Protection Policy Agreement
 - g. Lead / assist with group orientations and awareness tours
 - h. General upkeep of the 'blue' and 'red' houses that are used for Hero Holiday purposes.
 - i. Make sure bills are paid (rent/mortgage on big house, water - all houses, hydro - all houses, propane - red and blue houses)
 - j. Work in co-operation with the Mexico Faciliatator for the School of Leadership to assist when / where needed.
 - k. Lead / assist with debriefing sessions
3. Program Expenses
 - a. Projecting when funds are needed
 - b. Accepting funds when transfered and currency transfers
 - c. Holding of funds
 - d. Reporting of funds
4. Vehicles
 - a. Overseeing the operation and maintenance of all Hero Holiday vehicles
 - b. Make sure the Canadian and Mexican insurance is up to date on all vehicles
 - c. Train, monitor and oversee all drivers that either drive our vehicles and/or transport any of our program participants around
5. Staff and Volunteers in Mexico
 - a. Manage / Supervision all Hero Holiday related staff in Mexico including
 - i. Interpreters
 - ii. Cooks
 - iii. Extra contracted labour
 - b. Manage all volunteers and Absolute staff that come down to assist with Hero Holiday
 - i. Plan and communicate job descriptions for Absolute staff and volunteers making sure everyone knows what their responsibilities are
6. Reporting and Communication
 - a. Participate in weekly team meetings online.
 - b. Maintain regular blogs (with lots of pictures) throughout the year on the website regarding what is happening in Mexico and daily blogs while there are teams in Mexico
 - c. Stay current with all Absolutes databases and system processes (Wiki, Email, Google Calendar, Google Docs, Wrike etc.)
 - d. Respond to all emails and voice messages at least once each working day

Key Performance Indicators

- Number of repeat Hero Holiday participants and private groups
- Number of reference letters
- Cost efficiency of program expenses
- Satisfaction and efficiency of Hero Holiday related staff and volunteers
- Evaluation forms from participants consistently reporting a positive experience while in Mexico

Reports To

- Director of Programs

Skills/Experience Required

1. Philanthropic and Leadership Mindset
 - a. Non-materialistic/North American worldview. Willing to give of yourself to help others in need.
 - b. Takes ownership of organizational vision
 - c. Ability to think strategically and see the bigger picture
 - d. Highly self-starting. Always looking for and initiating opportunities for positive change.
 - e. Consistently goes beyond the call of duty
2. Interpersonal and Managerial Skills
 - a. Ability to lead and direct in a team environment and work well with others
 - b. Can resolve conflict, and does not initiate or participate in petty people conflicts
 - c. Ability to inspire and create a positive work environment through own attitude
 - d. Can manage spending/budgets, and ensure proper department financial records
3. Language Skills
 - a. Consistent learning and applying the Spanish language.
4. Cross Cultural Awareness and Experience
 - a. Education and successful experience working with different cultures.
 - b. Previous experience with NGOs in international development work is a large asset.
5. First Aid
 - a. Wilderness First Aid Certificate.
6. Construction Skills
 - a. Building experience with wood, concrete, and block an asset.
7. Driving Experience and Qualifications
 - a. A Class C (Bus) Drivers License with an Air Brake endorsement
 - b. Experience driving various buses

Career Path

- This position entails a fairly high level of responsibility, so success in this position would make one a likely candidate for future (unknown) various positions or promotions. More importantly there is a lot of room to grow in this current role, as success in this position will be a key factor in the expansion of Absolute's Hero Holiday Programs, which in turn will increase the responsibility and scope of this position.