



CAREER CENTRE

VP OF BUSINESS ADMINISTRATION

Located in the Bristol Circle neighbourhood of Oakville, with easy access to the 403, QEW and the Cineplex Oakville Entertainment Centrum, Guaranteed Funeral Deposits of Canada (GFD) is a not-forprofit organization dedicated to serving bereavement professionals across Canada. Our environment is friendly, flexible and inclusive. At GFD, you will be working in a progressive forward-thinking financial services company that is growing quickly and has lots of opportunity for career growth and advancement. In this role you will gain exposure to service excellence.

SUMMARY OF POSITION

Reporting directly to the President & CEO, the VP of Business & Administration assists the President & CEO with day to day operations as they relate to administration and business development ensuring GFD's (references to GFD include subsidiaries) business processes are effective and efficient in order to exceed service level benchmarks. Responsible for coordinating the activities and staff supervision of teams in Business Development, Processing, and Member Care, the VP strives to maximize departmental efficiency and provide a high level of service delivery to the Members of GFD.

KEY RESPONSIBILITIES

The VP will be responsible for but not limited to implementing, directing and monitoring the business strategies, plans, policies and controls, as approved by the President & CEO; ensuring operations are conducted in full compliance with applicable laws, regulations and GFD's Code of Conduct and Values; evaluating operational and administrative processes and procedures, and developing strategies and implementation plans to improve and standardize operations. In consultation with the President & CEO, the VP will develop the strategic direction of external marketing, and communication initiatives, and will set achievable goals, activities, timelines and deliverables for teams in Business Development, Member Care, and Processing.

The VP of Business & Administration will contribute to GFD's strategic goals and the development of annual business plans by gathering pertinent financial and operations information, identifying and evaluating the Bereavement Sector; marketing trends and options; defining objectives and evaluating outcomes; oversee growth in new territories across Canada and further GFD's expansion into the cemetery market; and participate in key decisions as a member of the executive leadership team.

Financial responsibilities will include but are not limited to accomplishing financial objectives by forecasting requirements; assisting in the preparation of the annual budget; analyzing variances; initiating corrective actions; and overseeing the day to day financial transactions as it relates to new business and claims.

The VP will set and enforce the standards of excellence for all staff under their supervision; set clear goals and objectives; mentor, coach and manage employee performance; and ensure succession plans are in place to provide continuity of leadership required by GFD for the future.

QUALIFICATIONS

The successful candidate will have the following qualifications and skills:

- University Degree in Business Administration;
- 7 years' experience in Business Administration in the bereavement sector or a related field;
- 5 years' managing direct reports
- 3 years' experience with creating and monitoring budgets
- Experience with strategic planning, and development of policies and procedures;
- Experience in trust or insurance administration is considered an asset;
- Ability to lead and motivate teams;
- Must have excellent ability to communicate clearly at all levels;
- Must have experience with word, excel (including ability to create charts and pivot tables) and power point;

The salary range for this position is \$116,000 to \$145,000 per annum. GFD offers a benefit plan and R.R.S.P. matching, along with paid sick and vacation time.

Interested applicants can send their cover letter and resume to the attention of Lorna Proulx at HRCS.GFD@gmail.com

Deadline for accepting applications is **October 19, 2020 at 4:30 p.m.** Only those applicants chosen for an interview will be contacted. We thank all applicants that apply for considering Guaranteed Funeral Deposits of Canada as their future employer.