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## Operations Administrator

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### About Tsawwassen Collision

Founded in 1995 and dedicated to the South Delta community, Tsawwassen Collision Ltd has become a well-recognized business in the community. Emphasizing local engagement and investment in technology, over its 25-year plus history, the company has grown to twenty-two service bays and almost as many employees. Modern cars require advanced repairs, and our commitment to training and equipment keeps us at the industry's forefront. We offer personalized, small-town service with the technology and capabilities of top facilities located in Richmond or Vancouver.

### Position Overview

Reporting to the Operations Manager, the Operations Administrator is a key role responsible for ensuring the smooth and efficient functioning of the organization's daily front line operations, while providing bookkeeping support. You will support the overall operations team and provide strategic assistance to maintain operational workflows specific to vehicle repair services. Our ideal candidate is a detail-oriented, proactive, service-focused individual who possesses a background in operations, customer service and bookkeeping.

### Key Responsibilities

- Support daily operational activities in the work order process to ensure efficiency and productivity, including communication with customers on timelines and expectations.
- Oversee the management of office operations, equipment, and supplies.
- Deliver accounts payable financial support to ensure accurate and timely processing of invoices, and process customer payments.
- Identify areas for process improvements and implement strategies to enhance operational workflows, reduce costs, and improve customer service.
- In collaboration with the Administrative Assistant, provide operational administrative support in the completion of operational files.
- Assist in analysis of operational data, including repair times, parts usage, and customer feedback, to provide insights and recommendations for decision-making and strategic planning.
- Administer relationships with external vendors and suppliers, ensuring timely delivery of parts and materials and scheduled maintenance services.
- Support the Operations Manager in operational performance analysis, including key metrics and the identification of potential operational risks, such as equipment failures and supply chain disruptions.

## Qualifications

- Post-secondary degree or diploma in Business Administration or a related field, or the equivalent in experience.
- Minimum of 3-5 years of experience in an operations support or similar role.
- Proven experience and capability with Sage Accounting software.
- Keen interest and willingness to gain in-depth knowledge of the collision repair industry.
- Strong organizational and time management abilities, with a keen attention to detail.
- Exceptional communication and interpersonal skills with the ability to build relationships with stakeholders at all levels.
- Demonstrated problem-solving and analytical abilities, with a proven track record of identifying issues, developing innovative solutions, and making data-driven decisions to improve efficiency and effectiveness.
- Strong combination of both curiosity and empathy to effectively understand the client's needs.
- Ability to thrive in a dynamic and rapidly changing environment.
- Knowledge of industry regulations, safety standards, and compliance requirements is an asset.

## Salary and Benefits

- Competitive salary of \$65,000 - \$75,000 (commensurate with education and experience).
- Comprehensive benefits package, including medical health and dental, a company RRSP plan and paid time off.
- Company-provided resources and support to help you succeed in your role.
- Dynamic work environment with a focus on excellence, and customer- centred solutions.