

Job Description: Manager of Operations - Mexico

This position is directly supported by the Director of International Operations

Nature and Scope of Position:

Manager of Operations, Mexico is responsible for the overall direction and facilitation of Live Different's Programs in Mexico.

As the Manager of Operations, you will share and live the vision, values, and goals of Live Different with all staff, volunteers, local leaders, and community members. The successful candidate must be able to communicate effectively in both English and Spanish.

The Manager of Operations, Mexico will have a flexible work schedule and, while living in Mexico, will be expected to travel regularly to San Diego and, as needed, to Canada for other Live Different meetings/events.

Desired Qualifications:

- Knowledge of and alignment with the values of Servant Leadership
- Fluency in Spanish
- Valid driver's licence for a coach bus with air brake endorsement.
- Team leadership experience
- Construction experience
- High level of emotional intelligence
- Similar hands-on international experience
- Valid passport, and ability to travel internationally without restrictions
- Valid First-Aid Certificate
- Self-motivated, resilient, kind and compassionate
- Able to prioritize and organize work efficiently
- Great sense of humour
- Competent in computer software (email, spreadsheets, word processors)
- Basic fleet management

Key Responsibilities:

1. Team Leadership:

- Ensure positive team dynamics in a supportive and encouraging culture
- Conduct regular team meetings
- Ensure all staff are trained appropriately to the needs of their position

- Support Live Different staff in facilitating the Build program for volunteers
- Oversee Builds logistics, ensuring a smooth and enjoyable experience for Live Different staff, Live Different volunteer staff, Build volunteers, and the Build communities we partner with
- Manage and supervise full-time local staff and temporary contract employees
- Supervise all temporary contracts with translators, drivers, and contractors
- Hire, train, and coordinate with local translators for an impactful volunteer experience

2. Community Development:

- Oversee Live Different's development work in Mexico
- Have a good understanding of Live Different's Development Model
- Work alongside community leaders in the family selection process
- Submit family profiles
- Manage relationships with local community leaders
- Network with other local organizations and potential partners
- Network with the local community, government leaders and Live Different Leadership Team to help define and evaluate sustainable efforts
- Ensure healthy engagement between communities and Build volunteers
- Continually remain up to date on significant events within communities (conflicts, protests, funerals, development by other organizations)

3. Project Management:

- Execute project construction according to directed budget, profile, timeline, and appropriate volunteer engagement
- Hire and coordinate with local contractors about project details and schedule
- Assist contractor in developing a materials list to be submitted to construction materials store
- Monitor construction progress and material delivery to ensure projects are completed on time
- Oversee general construction experience for Builds volunteers ensuring adequate materials, jobs, tools, etc.
- Research and collect information as directed by the Director of International Operations
- Collect and provide information to help with organizational communications/reporting
- Display competence in understanding construction practices and management

4. Financial Management:

- Be responsible for overall fiscal management to ensure up to date and accurate financial tracking
- Ensure the use of responsible spending practices subject to Live Different's Handling of Funds policy
- Report to the Director of International Operations about any unusual/unexpected expenses

- Work with Jonathan Mandez and our Civil Association to ensure all needed documentation and legal requirements are fulfilled and explored as we work in Mexico
- Work within the Program Budget and individual Build budgets
- Ensure receipts and financial information are submitted in a timely/organized manner for the entire team
- Oversee all financial tracking and accuracy
- Budget for and quote projects accurately

5. Vehicle and Property Management:

- Manage company vehicles and property including documentation, maintenance and repair to ensure safe operation
- Oversee and maintain Live Different's property and houses in Mexico
- Comply with Canadian standards of maintenance and repair
- Conduct frequent inspections
- Ensure up-to-date documentation and insurance
- Ensure drivers are well trained and operate vehicles with a high standard of safety

6. Safety:

- Oversee general country safety to guarantee staff and volunteer well being
- Be familiar with local emergency services and hospitals
- Educate staff on emergency protocol
- Keep a watchful eye on the country's general safety, reporting directly to Live Different's Director of International Operations
- Ensure the safety of staff and volunteers on Builds worksites
- Maintain First-Aid kits and supplies

7. Program Facilitation:

- General hosting and facilitation of Live Different's Build and Academy programs
- Engage with volunteers/students before their time in Mexico
- Encourage future involvement in years to come in all aspects of Live Different
- Arrange all logistics for volunteers/students in Mexico and San Diego
- Organize, maintain oversee all construction tools and building supplies as needed
- Lead group orientations, debriefings and awareness tours