



**Toronto Military Family Resource Centre
Notice of Recruitment**

**Operations Officer
Full Time**

Position	Operations Officer
Reports To	Executive Director
Date Posted	28 November 2025
Closing Date	Posting will remain active until vacancy is filled
Salary	\$37.10 / hr; \$72,345 / annum

To apply, please submit a letter of interest that indicates how you meet the position requirements, supported by your resume, to recruiting@TorontoMFRC.ca

TORONTO MFRC

Toronto Military Family Resource Centre (TMFRC), is an incorporated, not-for-profit, charitable organization focused on the delivery of services, resources and supports to empower the local Canadian Military community to meet their needs. We are located in the area of Downsview Park in North York and are easily accessible by public transit with free parking on site.

Role Description

Reporting to the Executive Director, the **Operations Officer** will, through a range of activities and responsibilities, establish and maintain the conditions necessary for the optimal operation of the organization. They will ensure the scaffolding is in place for the uninterrupted continuity of operations. They will approach complexity with creativity and be a champion of excellence and innovation, optimizing our resources to achieve our desired outcomes.

This is a full time position, commencing as soon as possible. This is a non-unionized, civilian position.

Primary Responsibilities

- Work closely with leadership team to execute the strategic plan;
- Monitor, analyze and report on operational performance;
- Develop and implement strategies, policies and procedures to innovate processes and improve overall operational efficiency, productivity and quality;
- Anticipate operational problems and recommend mitigation strategies;
- Coordinate compliance and assurance activities;

- Support the operations of the governing Board of Directors as required;
- Maintain corporate records, demonstrating a high level of diligence with respect to record keeping and protection of sensitive, confidential information;
- Ensure organizational compliance with applicable legislation and regulations, ie. Accessibilities for Ontarians with Disabilities Act, Occupational Health and Safety Act, etc.;
- Participate as a member of the Occupational Health and Safety Committee;
- Coordinate building maintenance activities, liaising with maintenance service providers and building operators;
- Coordinate information technology integration and support activities with contracted IT service providers;
- Coordinate procurement processes, material and resource allocation;
- Assist in budget preparation and expense management activities;
- Demonstrate a commitment to continuous professional development;
- Successfully manage vendor and stakeholders relationships;
- Work collaboratively with a multi-disciplinary team, internal and external stakeholders.

Required Qualifications

The ideal candidate will, at minimum, possess and demonstrate the following:

- Completion of a Diploma or Bachelor's Degree in Business Administration, Non-Profit Sector Management or similar discipline; AND/OR
- Extensive experience in a Canadian Armed Forces operational support services environment;
- Relevant experience in a customer service setting;
- Highly proficient use of Microsoft Office 365 applications;
- Clear Police Check/Vulnerable Sector Search and Enhanced Reliability Security Clearance (facilitated by employer);
- Verbal and written proficiency in English language.

Assets

The following skillsets will be considered an asset:

- Certification in CPR & First Aid;
- Understanding of the unique lifestyle challenges facing Canadian Armed Forces families;
- Verbal and written proficiency in French language.

Work Environment

- This is a full-time (37.5hrs/wk), permanent position, based on successful completion of probationary period.
- Typical hours are 8:00am – 4:00pm, however hours may flex based on the needs of the organization and families being served, and may require occasional work on evenings/weekends.
- Location of work: Toronto Military Family Resource Centre, located at 5 Yukon Lane, North York.
- May require some local travel within the Greater Toronto Area.

What We Offer You

- A workplace within a beautiful, purpose-built facility conveniently located near Downsview Park, shops and restaurants, with free parking and easy access to TTC and Go Transit;
- On-site child care services (fee for service; ages 0 – 6);
- Eight hour shifts with a one hour lunch break, with indoor/outdoor spaces for breaks;
- 3 weeks of paid vacation per year, to start;
- 18 days of paid personal/sick leave per year;
- 12 paid statutory holidays, plus 2 half day paid holidays in December;
- A work environment that is dedicated to the wellbeing of children and families, those of our team members and of the families we serve;
- Health Benefit Plan including limited coverage for: Dental, Vision, Prescription Medication, Allied Health Services (ex. Physiotherapy, chiropractor, massage, social work, psychology); Short and Long Term Disability coverage; Life Insurance; Employee Assistance Program;
- Employer Matched Group RRSP;
- The opportunity to be a part of the Canadian Military and Veteran Family Community.

Toronto Military Family Resource Centre is committed to developing a highly skilled and diverse workforce that reflects the diversity of the military and Veteran family community that we serve. We welcome and will accommodate applications from individuals of all abilities.