

Job Posting: Director, Operations - Manitoba

Where YOU work, makes a difference.

Life is precious and every moment matters. Dynacare is helping Canadians achieve a healthy future with care and wellness solutions that are convenient, understandable, and accessible. When you join our team, every day is an opportunity to get better and be inspired. It's an environment where you can grow your career in any direction you choose. We're evolving our technology and optimizing our processes, so you can do your best work, make a meaningful impact, and *thrive*.

Are YOU our next Director, Operations?

Reporting to the Vice President of Operations the Director, Laboratory Operations, Winnipeg shall manage all operational aspects of the Winnipeg Operations with a focus on supporting Dynacare's goal to become the preferred provider of biomedical laboratory services and solutions in the region. Provide leadership, development, management and continuous improvement of the Winnipeg Laboratory Operations (Testing and Collection Services).

Why Dynacare is an amazing place for YOU:

- Join an award-winning "Top Employer" with meaningful and impactful career opportunities
- Access a health and wellness benefits program that supports you and your loved ones
- Grow and thrive with a dynamic, successful company through internal mobility opportunities
- Invest in your future through RRSP match benefits and an employee stock purchase program
- Experience a collaborative, diverse workforce that prioritizes dignity and respect for all

How YOU will make a difference:

- Manage the Laboratory Operations, Winnipeg for optimal performance by providing leadership, coaching, mentoring and role modeling desired operational excellence behaviors
- Develop, coach and provide leadership to S2 direct reports
- Provide cross-functional support and leadership within the Winnipeg operations as appropriate
- Provide input to the Vice President, Operations' strategic and operational plans and directions
- A member of the national operations leadership team
- Develop, implement and review a 1 to 2 year business plan within the context of the divisional plan
- Assess competition, market opportunities and threats, recommend appropriate plans and implement actions
- Ensure the delivery of optimal results against appropriate performance metrics (systems, processes, procedures and activities)
- Establish, monitor, measure and report key performance metrics
- Strategically plan and identify the necessary budget requirements, and the provision of excellent TAT resulting while maintaining high quality standards and optimal human resources
- Develop, implement and review an optimal organization design, including alignment of positions, accountabilities, authorities, people and alignment of tasks and deliverables
- Develop and nurture a culture of safety, quality, service, performance, innovation, fairness and consistency
- Develop, implement, review processes ensuring compliance to policies, standards, regulatory and Dynacare requirements.

What YOU bring to the role:

- In depth knowledge of laboratory operations, processes, key drivers and continuous improvement methodologies
- Knowledge of external factors that impact operations
- Prior customer service experience preferred
- Operation and Financial management skills
- Knowledge of Lean or Six Sigma and Quality Management Systems

- Knowledge of scientific and technical functioning of Laboratory Operations
- University degree or College diploma in a related field
- 7 to 10 years of related experience

Technical Skills & Abilities:

- Capability to develop and implement 1 to 2 year business plans
- Capability to understand the scientific and technical functioning of the Laboratory Operations
- Capability to develop, implement or improve the Laboratory Operations
- Project governance and project management; implementation of continuous improvement initiatives
- Capability to review, develop, implement and monitor organization design at functional level

Social Process Skills:

- Cross-functional team management and team building, providing proven ability to form, build, and manage effective teams
- Ability to work in a multi-functional team environment with rapidly changing priorities
- Excellent written, verbal communications and presentations skills
- Strong interpersonal, organizational and leadership skills including effective conflict management and change management
- Strong analytical and systematic thinking skills
- Ability to effectively lead, manage and participate in CFAA environment in support of corporate goals and objectives

Direct Reports:

- Manager, Operations – Chemistry, Hematology and Specimen Processing
- Manager, Operations - Pathology/Microbiology/Molecular Microbiology
- Manager, Laboratory and Health Services Centre (3)

Internal:

- Liaise with all departments and staff to effect resolution of client inquiries
- Review customer complaints and implements corrective action as appropriate
- Reports all unresolved complaints to the Vice President, Operations
- Frequent contact with direct and indirect subordinates

External:

- Contact with vendors, suppliers and clients

Passionate about supporting healthy lives with commitment and care? Please apply today and let us open the door to your extended career journey.

You can please share your resume with Danijela Skrbic, Dynacare Talent Acquisition Manager at SkrbicD@dynacare.ca

Dynacare has been a “Top Employer” for many years and there is a reason why. We are a great place to work. At Dynacare, we’re proud to hire the best people. If you are looking for a meaningful career where you can support healthy lives with commitment and care – we would like to meet you. We hope you will join us in our journey to become Canada’s health and wellness solutions leader.

Dynacare is proud to be an equal opportunity employer committed to the attraction, selection, advancement, and fair treatment of all individuals. We believe that our diversity is our strength, so we employ a diverse workforce and respect the needs of all our employees.

In accordance with provincial legislation and our Accommodation Policy a request for accommodation will be accepted as part of the Dynacare hiring process.