

Operations Manager

Campus of Trinity Western University, Langley, BC



Learning to lead like Jesus.

About Us

At Northwest College & Seminary, we understand the needs and dynamics of learning to serve skilfully in today's culture. Our degrees allow for in-person, online, distance, and in-context learning. Operating since 1934, our unique in-context programs are holistic, integrating mentored development and demonstration of knowledge, skill, and character competencies critical to success in ministry.

Located in the beautiful Fraser Valley of British Columbia on the Trinity Western University Campus, Northwest students are completing degrees from coast-to-coast in Canada, as well as the USA, Central and South America, and beyond.

The Northwest community is made up of a diverse and caring group of people - faculty, staff, students, alumni, churches, agencies and donors. Our vibrant and nimble team of almost 30 staff and faculty offer an innovative, friendly, and supportive work environment committed to serving a diverse and multi-cultural church. We also seek to reflect the gender, cultural and ethnic diversity of the global body of Christ in our faculty, staff and administration. Find out [more about us](#).

The Opportunity

Posting Number: 042	Posting Date: March 12, 2026	Application Deadline: April 10, 2026
Position Status: Full Time	Hours/Week: 37.5	Remote Work: May be available up to 20%

The Operations Manager provides high-level operational support to Northwest College and Seminary's Chief Operations Officer (COO). The right candidate for this role loves data, analyzing said data, and dreams of spreadsheets. The Operations Manager is responsible for managing core business functions and ensuring operational excellence across finance, human resources, regulatory compliance, accreditation reporting, and institutional systems.

Working closely with the COO, CFO, and Leadership Team, the Operations Manager helps translate strategic priorities into sustainable systems, sound financial practices, and compliant operational processes that support academic quality, student success, and strategic institutional growth.

What you'll be doing

Your work life will include:

- 1. Human Resource Management**
 - Oversee HR systems, policies, and processes, including:
 - Employee handbook updates
 - Employment contracts
 - Policy development and compliance
 - Ensure compliance with employment standards and applicable legislation.
 - Support the Operations Coordinator in recruitment processes (posting, screening, onboarding logistics).
 - Coordinate performance management cycles and performance review processes.
 - Maintain employee records and HR documentation.
 - Support workplace safety compliance and documentation by chairing the Health and Safety Committee
 - Assist the COO in fostering a healthy, high-performance, values-aligned workplace culture.
- 2. Financial Stewardship**
 - Manage the implementation of the budget by supporting the CFO in communication with departmental leads on budgeting activities
 - Assist in implementing the budget planning calendar with the COO, CFO, and Leadership Team.

3. Accreditation and Regulatory Compliance Support

- a. Lead accreditation project management by:
 - Overseas documentation and data collection for annual reports (EQA/DLI/AVED, ABHE, ATS, and other relevant bodies).
 - Maintaining compliance calendars and reporting deadlines.
 - Assisting in the preparation and organization of accreditation self-studies.
- b. Tracking institutional assessment plans and improvement initiatives.
- c. Maintain organized digital records to support audits and site visits.
- d. Collaborate with leadership to ensure reporting is accurate, timely, and aligned with quality standards.

4. Operational Systems and Institutional Infrastructure

- a. Support operational oversight in:
 - Student Information System (Sassy)
 - Learning Management System (Pathwright)
 - CRM and donor management systems (Keela)
- b. Oversee vendor relationships related to:
 - IT systems and software
 - End-user equipment
 - Business tools
 - Classroom Technology
- c. Assist with facilities management, maintenance coordination, and lease/vendor agreements
- d. Develop and maintain operations process documentation to increase efficiency and continuity

5. Partner Network and Program Support

- a. Support oversight of partner network programs by:
 - Assisting in the creation and maintenance of MOU's and service agreements
 - Monitoring financial arrangements and invoicing
 - Supporting reporting on student success and financial performance
- b. Track key metrics and generate operational reports for the COO

6. Strategic and Analytical Support

- a. Provide operational analysis to identify areas for improvement.
- b. Develop dashboards and reporting tools to monitor institutional performance
- c. Support school-wide annual planning and goal-setting processes
- d. Assist in implementing performance management frameworks
- e. Contribute to institutional and assessment tracking
- f. Prepare forecasting and operational reports for Leadership Team review

Compensation

The salary range is \$75K - \$83K annually, depending on level of experience.

Benefits & Perks

- Extended health & LTD
- 3 weeks' vacation
- Christmas holiday shut down
- 5% retirement savings plan (after one year)
- Working with a great team of people!

About You

You are a committed follower of Jesus and are kind, caring and compassionate. You have the following:

Required Skills

Skills	Proficiency Level
Budget Management	Intermediate
Microsoft Office suite (Excel, Word, Outlook, Power Point), Google Workspace	Intermediate
HR Compliance and employment standards	Intermediate
English fluency	Advanced
Comfortable with computers and adopting technology best practices	Intermediate

Position Success Traits

In addition to the Success Traits listed below, the incumbent must have a love for God, be a committed follower of Jesus, be kind, caring, and compassionate and be committed to Northwest's mission, community standards, and values.

- ◆ Data analysis
- ◆ High attention to detail and organizational excellence
- ◆ Project management capability
- ◆ Strong written and verbal communication skills
- ◆ Ability to manage confidential information with discretion
- ◆ Systems thinker with process-improvement mindset
- ◆ Ability to balance strategic thinking with hands-on execution
- ◆ Commitment to the mission and values of Christian higher education

Education/Training/Experience

Education/Training/Experience	Required	Preferred
Bachelor's degree in Business Administration, Human Resources, or related field	x	
5+ years of Office Administration experience	x	
Theological Education		x
Leadership and Management Experience	x	
Fluent in English	x	
Knowledge of Korean, Spanish or French (written and spoken)		x

How to Apply

If this sounds like you, we would love to hear from you. Please email your cover letter and resume in one file to hr@nbseminary.ca quoting **position number 42** in the subject line. Your application will be handled with utmost discretion and confidentiality.

All applicants will receive an automated email response confirming receipt of their application submission. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

Please note that Northwest conducts criminal background checks for all final stage candidates.

We sincerely thank all applicants for their interest in Northwest College & Seminary.