

## Operations Manager - Administrative Services

Are you passionate about education? Join a team that leverages technology to transform how students learn new languages and explore their interests in STEAM. There's no better place to make a meaningful impact—be part of U+ today!

### About U+:

U+ is a global, innovation-driven educational technology company dedicated to the long-term success of our students. We offer students worldwide an interactive, language immersion experience. Beyond language programs, U+ has expanded its offerings to include STEAM programs, which encompass coding and various camp programs, and public speaking programs. With this expansion, we are eager to collaborate with talents from various disciplines to foster growth and development within U+.

### About this opportunity:

As the Operations Manager – Administrative Services, you will oversee core operational processes, coordinate workflows across departments, and ensure that organizational activities align with strategic and performance goals. Your leadership will support productivity, streamline internal systems, and drive service excellence throughout the organization.

Key responsibilities are as follows:

- Develop, implement, and manage operational policies, procedures, and systems that enhance efficiency across departments.
- Monitor daily administrative operations to ensure smooth, consistent, and high-quality service delivery.
- Analyze operational performance metrics and KPIs to identify gaps and recommend improvements.
- Streamline workflows, integrate automation tools, and apply best practices to support continuous improvement.
- Prepare operational reports and provide strategic recommendations to senior leadership.
- Support cross-departmental coordination by ensuring clear communication, accountability, and alignment with organizational goals.

- Deliver day camps (e.g., March Break Camp, Weekend Camp, and Summer Camp) and other virtual and in-person educational programs across the Greater Toronto Area.

Requirements:

- Experience in operations management, administrative leadership, or organizational planning.
- Strong understanding of workflow optimization, process improvement, and policy development.
- Demonstrated leadership and team supervision experience.
- Excellent communication, problem-solving, and analytical skills.
- Ability to manage multiple priorities and adapt to a fast-paced environment.
- Knowledge of compliance standards and best practices in organizational operations.
- Proficiency with digital tools and operational management systems.
- A valid Standard First Aid with CPR-C certification and a clear Vulnerable Sector Check are required prior to start date (not reimbursed).
- Candidates must be between 15–30 years of age, a Canadian citizen/permanent resident/refugee protection status, and have a valid SIN.

Assets:

- Experience with automation tools.
- Fluency in multiple languages (reading, writing, speaking, and listening).
- Access to a vehicle and a valid Ontario driver's license.

This is a fully in-person position. Salary ranges from \$18–26/hour, dependent on experience, skills, education, and role.