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Operations Manager

Tiny Devotions Inc. - London, ON

“To provide stability, direction and inspiration to our Tribe”

About the Company:

We make mala beads and intentional accessories for free spirits, doers + manifesters. We drink green juice, take risks and foster the dreams of others.

Tiny Devotions, founded in 2009, operates as a lifestyle e-commerce brand, specializing in women's jewelry and accessories. Tiny Devotions is the Original Gemstone Mala bead company. Our mission is to encourage our community to live more peaceful, inspired and intention based lives {all while looking good as you do it}. We are based in London, Ontario with customers worldwide both through our online distribution network and our wholesale retail partnerships.

In 2016 Tiny Devotions was nominated for The London Chamber of Commerce's Small Business of the Year. Founder, Diana House, was featured in Canadian Business Magazine as one of Canada's Top 30 Women Entrepreneurs.

Job Summary:

The Operations Manager works directly with the owners to collaborate and execute on Tiny Devotions' strategic vision and annual plan through all facets of the business with a sharp focus on:

i) People and ii) Processes

Our Operations Manager is the day to day team leader in the office and is a cool, calm, collected coach while executing on their responsibilities and mentoring the team through leading themselves, forging trusting relationships and through constructive feedback. They are dynamic, results-oriented, committed to follow through, self-motivated, passionate, empathetic, approachable, outgoing, energetic, fun and inspiring.

The Operations Manager embodies the following:

Coachability | Leadership | and Consistency

Job Responsibilities:

PEOPLE

i) Management of Self:

- a) *Setting Daily Priorities*
- b) *Organizing Weekly Projects and Operational Updates* (Driving results through weekly meeting with the owners either in person or by phone to discuss priorities, successes, and strategic direction of all facets of the business. The Operations Manager is the extension of the owners in the day-to-day operations of the business.)
- c) *Commitment to Learning and Personal Growth* (A commitment to learning and personal growth is essential. The e-commerce world is ever evolving and a commitment to continual growth in marketing, operations, management, as well as personal health and well being are core to our values)

ii) Management of Others:

- a) *Meet with Team Members* (Ensuring the team has daily priorities to accomplish each project with a focus on KPI, development, alignment to annual plan and growth)
- b) *Encourager/Cheerleader* (Inspire and motivate the team; keep positive vibes flowing)
- c) *Accountability* (Provide constructive feedback where required; hold team members accountable; stay focused on the vision and daily wins required to achieve the desired results)

PROCESSES

Vision and Values Management:

- Master executor of the owner's vision and direction for growth of the business.
- Inspire and Encourage team to grow and develop both personally and professionally.

Marketing Management:

- **Website** (Managing contractors and the design team for ever evolving updates to the Website for the Ideal Shopping experience and optimization)
- **Content** (Overseeing the implementation and execution of the Content Marketing Strategy, ensuring copywriters, designers, and contributors achieve the brand standard and align with the vision of Tiny Devotions)
- **Email** (Managing and reporting on the email marketing strategy; including list growth tactics; pre-purchase and post-purchase segmentation as well as understanding the customer journey)
- **Paid Traffic/Advertising** (Working with experts to analyse Paid traffic campaign; monitor ad spend, marketing assets and customer acquisition funnels)
- **Targeted Collaborations** (Managing the team and key relationships with Influencers, Brands, and Media Outlets for various promotions, joint ventures and collaborations)

Operations Management:

- **Products** (Manage in-house and contract designers to provide accurate technical packages for production; co-ordinate with suppliers to deliver the highest quality products; manage

finance team for purchasing of raw materials; ensure timing and logistics for seasonal product launches)

- **Customer Service** (Manage Customer service team to ensure world class responsiveness, delivery and ultimately raving fans)

Financial Management:

- **Data Analysis** (Tracking Key Performance Indicators)
- **Forecasting and Budgeting** (Work directly with owners to understand the goals and targets while working within a budget to ensure profitability)
- **Purchasing** (Managing team to keep track of inventory and items are moving vs. sitting)
- **Profit Loss Statement and Balance Sheet Review and Monitoring** (Be able to understand financial statements and make decisions based on data)

Required Skills/Experience:

- A minimum of 3 years of experience in a Leadership Role
- Post Secondary Education
- Strong Work Ethic
- Creative Writing experience
- Excellent Communication skills
- Keen, detail oriented
- Professional and diplomatic
- Digital Competence (Excel, Word, Google, Facebook)
- Experience with Shopify, Wordpress, or any Adobe Suites (favourable, but not required)
- Has own vehicle and driver's license.

Working Conditions:

Ability to work in a fast paced & lively environment, meet deadlines, give & receive feedback and adapt quickly to change.

Our “must haves”:

Coachability
Strong Leadership Skills
Consistency
Be able to Prioritize
A Passion to Learn and Develop
Strong Writing Abilities
Time Management Skills
Willingness to Learn

Company Values:

Aligns with our company's core values:

Beauty (From our products, to our marketing to the space we work in. Everything is beautiful, inspired, whimsical and aspirational; True beauty begins within and shines through self expression)

Intention (Everything we say, do and create is done with the intention of greatness. We are intentional with our customers, our peers, our suppliers, including how we live our lives).

Development (We are always improving, growing in every facet of our lives and business. We love to learn. We are not afraid to make mistakes. We aim to get a little bit better everyday).

To Apply:

Please email a cover letter/summary and resume to:

Work@TinyDevotions.com