



CHIEF EXECUTIVE OFFICER (CEO)

PLEASANT HEIGHTS AFTER SCHOOL

AccessHR is excited to partner with Pleasant Heights After School (PHAS) for the recruitment of a full-time, permanent Chief Executive Officer (CEO).

ABOUT PLEASANT HEIGHTS AFTER SCHOOL

Pleasant Heights After School (PHAS) is one of the first organizations to provide before and after school care to children in northwest Calgary. PHAS opened its first location in 1976 providing childcare to 30 children from the Mount Pleasant Community.

PHAS now supports three locations operating out of King George School, Mount Pleasant Community Centre (supporting St. Joseph School), and Panorama Hills School with approximately 200 elementary school-aged children in the program. Dedicated and enthusiastic staff design and deliver innovative programs to support families and provide a safe, caring, and engaging environment throughout the year.

POSITION DESCRIPTION

Pleasant Heights After School is seeking a Chief Executive Officer to fill this newly created role and lead all aspects of operations. The successful candidate will report to the Board of Directors and lead a team of 3 direct reports and approximately 20 full-time, part-time, and casual Childhood Educators.

This opportunity is well suited for an approachable, trusted professional with an appreciation for childcare and child development. While prior experience in childcare is not necessary, a significant aspect of this role involves guiding and empowering the leadership team to deliver an enriching childcare program to support the communities the organization serves.

A clear differentiator is that the organization has made great strides in building a cohesive team, free of silos. We are seeking a service-focused and stakeholder-oriented leader to lead the organization further in this direction. You will bring a passion for building customer centric teams focused on community.

Ultimately, we are seeking an inspiring, approachable, and collaborative community builder who demonstrates high emotional intelligence and a commitment to service excellence.

KEY DELIVERABLES

- **Leadership:** Cultivate an inclusive culture and work environment that encourages employees to implement best practices and develop innovative approaches to enhance child development.
- **Strategy:** Develop short-term and long-term program strategy and direction; foresee industry and community trends and develop response strategies.
- **Customer Centricity:** Continue to build on establishing and implementing a “best-in-class” client-centric service delivery model.

- **Visibility:** Bring an element of “managing by wandering around”; approachable to employees, parents, children, and all other stakeholders; visit sites and get to know everyone by name.
- **Community Involvement:** Liaise and partner with parents, community organizations, schools, boards, and other agencies to build strategic partnerships and uncover funding opportunities.
- **Finances:** Prepare short-term and long-term operational budgets, capital budgets, and business plans; balance operational needs with budget alignment.
- **Operational Excellence:** Deliver best-in-class programming in an efficient, safe, and welcoming environment.
- **Fun & Safety:** Children learn best in a fun and safe environment; we believe employees also do their best work in a fun and safe environment.

QUALIFICATIONS

- **Visionary:** Develops a commitment to organizational vision and values by building, leading, and empowering dedicated teams.
- **Leadership:** Leads by example, demonstrating integrity, humility, and ethical behavior in both actions and decisions; high emotional intelligence.
- **Exceptional Communicator:** Demonstrates outstanding written and verbal communication, influences others, and encourages open dialogue; actively listens and asks, “tell me more” and “help me understand” questions to build full comprehension.
- **Empathetic:** Ability to understand diverse perspectives and emotions and provide appropriate solutions and alternatives; builds trust, resolves conflict, and achieves consensus with both customers and employees.
- **Team Building:** Outstanding team building skills with a commitment to incrementally improving service delivery on a daily basis; ability to coach, engage, and mentor a diverse team.
- **Business Acumen:** Ability to ensure short-term and long-term growth and financial stability through operational efficiencies, stakeholder engagement, and strategic planning.
- **Financial Acumen:** Knowledge of financial statements, budgeting, forecasting, and managing finances; understanding of financial metrics and their impact on business operations.
- **Change Management:** Ability to lead through organizational change, adapting to market shifts, implementing new technologies, and operational changes, while inspiring others to embrace it.
- **Crisis Management:** Ability to navigate and lead through crises and challenging situations, such as economic downturns and legal issues.

EDUCATION & EXPERIENCE

- Bachelor’s degree in business administration, public administration, finance, recreation, or related field.
- 10+ years’ experience in customer centric, business to consumer (B2C) environment.
- 7+ years’ leadership experience in a similar environment.

ASSETS

- Master’s degree in related field and/or accounting designation.
- Non-profit work experience.
- Experience working with government grants and subsidies.

WHAT WE OFFER

- Compensation plan includes vacation, comprehensive benefits plan, RRSP matching, and parking.
- Opportunity to lead a dedicated, committed, and fun team doing fantastic work developing the next generation of world leaders.

POSITION REQUIREMENTS

- This is an in-person position without the ability to work on an at-home or hybrid basis.
- Successful completion of a Vulnerable Sector Check.
- Valid class 5 Drivers License

APPLY

Interested candidates are invited to apply with a cover letter and resume by email to recruiting@accesshrinc.com. Please indicate “**Chief Executive Officer**” in the subject line of your email. **The position posting will close at 8:00 pm on July 8th, 2024.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as Pleasant Heights After School is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, ableness, sexual orientation, gender identity or expression, and religious beliefs.