

External Posting

Title: Manager, Registries Services
Status: Full Time
Dept: Alberta Registries
Location: Edmonton

CriticalControl Solutions Inc. is an innovative solutions provider delivering systems, technology expertise, outsourcing services and electronic business solutions to a wide range of business and government clients across Canada. Combining vision, innovation and expertise, CriticalControl has become a leader in document conversion, document management and ECM solutions. We are committed to providing superior service to our clients.

Located in Edmonton, and reporting to the Vice President, Operations, you will be responsible for the daily operations at our client's sites in Edmonton and Calgary. Effectively managing your 5 direct reports and a total staffing complement of 40 to 45, your team will have accountability for service delivery of front counter operations, receipt and delivery of mail, data-entering and imaging records, distribution of Personalized License Plates, production and distribution of Vital Statistics Certificates, Vehicle License Plate Renewals, examination of files, and providing copies of Documents' and Historical Searches.

Utilizing your excellent decision making and relationship building skills, and your developed ability to multi-task, you will manage operations and ensure contract terms and service levels are met on a daily basis. Your key responsibilities will include:

- Leadership of the daily operations including mentoring staff, training of staff and enhancing staff skill sets.
- Review daily operations and recommend efficiency and effectiveness changes to improve services and costs, with focus on expansion and improvements of electronic systems.
- Establishing flexibility in the operation to allow for staff growth, Client Business growth and expansion of our services to the Client and enhance staff commitment to the organization.
- Reviewing all exceptions to developed procedures and processes and making decisions on how the transaction or issue should be handled.
- Ensure security of all aspects of the operation, Client records, documents and information on an ongoing daily basis.
- Draft and incorporate a strategic plan for the total operations consistent with the Clients Strategic plan.
- Manage the monthly Operating Meetings with the Client's staff.
- Deal with and resolve unusual service delivery issues as they arise
- Prepare the annual budget and monitor actual costs on an ongoing basis ensuring costs do not exceed daily marginal cost expectations.
- Preparing proposals for additional services including costing and resources requirements.
- Match organizational structure and assignment of resources on a daily basis to meet service volumes and service levels.
- Development and implementation of succession plans for both Edmonton and Calgary Operations
- Oversee staffing actions including performance planning, recruitment, training and development.

A professional, confident, results oriented approach is critical in this position. You will consistently demonstrate the ability to positively manage people and you will possess:

- Front-line operational experience, plus a minimum of 3 years of operations management experience
- Ability to make decisions and ensure compliance with Contract Terms and Conditions
- Ability to handle large volumes of transactions & ensure operations meet required quality and service levels.
- Excellent oral and written communications and ability to develop superior working relationships with Clients and internal contacts.
- Good computer skills and experience or knowledge of Digital Imaging processes and capabilities
- Experience and understanding of internal control systems, electronic information controls and physical security of records; ability to draft proposals
- Experience in financial records including costing of services, managing to a budget and budget preparation.
- Strong project management and organizational abilities.
- A clear Criminal Record

CriticalControl offers a dynamic, fun and friendly work environment., competitive compensation, numerous company benefits and excellent opportunities for advancement to people with the commitment to succeed in our dynamic business environment.

If you are interested in exploring this opportunity further, we invite you to forward your resume to us at hr@criticalcontrol.com

For more information on CriticalControl Solutions Inc. and our services, please visit our website at www.criticalcontrol.com.