



Director of Operations (DOO)

Posting Date: February 19, 2026

Apply Before: March 19, 2026

Job Schedule: Full-time employee

Locations: Edmonton, AB, Canada and Hybrid

Category Type: Post-secondary sector

Position Type: Director of Operations, Non-Academic Staff Association

About the Union

NASA represents over 6,000 support staff at the University of Alberta. The work that NASA members do reflects the diversity of the University of Alberta—there are building service workers, library personnel, administrative and clerical personnel, tradespeople, researchers, lab assistants, computer technicians, hospital staff, engineers, and Protective Services. The work NASA members do is what makes the university work.

NASA is an open, democratic organization controlled directly by our members, who elect an Executive Board. Under the direction of the elected executive, NASA staff, including the Director of Operations, manage the day-to-day operations of the union. We negotiate a collective agreement with the university that is ratified by its members and represents all support staff to ensure the university complies with the agreement and treats its workers fairly. While all employees benefit from the collective agreement and this representation, and therefore pay monthly dues to NASA, it is up to the individual to decide if they want to become an active member.

Position Summary

The Director of Operations is a senior leadership position responsible for overseeing the union's internal operations, administrative systems, and organizational infrastructure. This role ensures the union operates effectively, transparently, and in compliance with Alberta and Canada's labour legislation, public-sector accountability requirements, and the union's bylaws. The Director of Operations works closely with staff and elected committee leaders to support collective bargaining, contract enforcement, grievance administration, and member representation within a research university environment. The responsibilities as outlined in this posting are comprehensive but non-exhaustive. The Director of Operations may be responsible for other duties as they arise and are requested by the Executive Board.

Key Responsibilities

Organizational & Operational Leadership

- Oversee day-to-day operations of the union office(s), ensuring effective workflows, internal controls, and service to members
- Develop, implement, and maintain operational policies and procedures consistent with union governance and public-sector best practices
- Support strategic and long-term planning initiatives approved by elected leadership

Financial Management & Public Accountability

- Collaborate with leadership and finance staff on annual budgets, financial forecasting, and fiscal oversight
- Ensure compliance with financial reporting, audit requirements, and internal financial controls
- Oversee contracts with vendors, consultants, and legal counsel

Human Resources & Staff Administration

- Supervise operations and administrative staff; support recruitment, onboarding, performance management, and professional development
- Ensure HR practices comply with Alberta employment legislation and any applicable staff collective agreements
- Foster a respectful, inclusive, and collaborative workplace culture aligned with union values

Governance & Democratic Processes

- Provide operational and analytical support to elected officers, the Executive Board, and committees
- Assist with planning and execution of membership meetings, elections, and ratification votes
- Support transparent, accessible, and democratic decision-making processes

Technology, Data & Systems

- Oversee membership databases, dues systems, grievance tracking, and internal communications platforms
- Ensure a high standard of data integrity, reporting, and cybersecurity practices
- Ensure compliance with records retention and privacy obligations, including the Access to Information Act (ATIA) and Protection of Privacy Act (POPA) legislation

Labour Relations & Higher-Education Support

- Support operational needs related to collective bargaining, contract administration, and grievance and arbitration processes
- Coordinate logistics for bargaining teams, member mobilizations, and campus-wide initiatives
- Maintain awareness of labour relations trends affecting non-academic staff at Canadian post-secondary institutions and beyond

Compliance & Risk Management

- Ensure organizational compliance with applicable legislation, including Alberta's *Labour Relations Code*, *Employment Standards Code*, *Occupational Health and Safety Act*, and relevant provisions of the *Post-Secondary Learning Act*
- Support compliance with union reporting and governance obligations
- Identify operational risks and implement mitigation strategies

Qualifications

Required

- Bachelor's degree or equivalent professional experience
- 10 or more years of experience in operations, administration, or organizational management
- Experience working in a union, post-secondary, or public-sector environment
- Strong understanding of public-sector labour relations and democratic governance
- Demonstrated ability to manage staff, budgets, and complex organizational systems
- Demonstrated experience in union member organizing, mobilization, and campaign development

Preferred

- Experience negotiating collective bargaining agreements
- French-language proficiency
- Experience in building coalitions and working within social movements
- Experience with modernizing administrative and operational systems within a member-driven organization
- Familiarity with digital organizing tools and platforms and using those tools to build engagement
- Knowledge of Alberta and Canadian labour and employment law
- Experience supporting elected leadership in member-driven organizations

Core Competencies

- Commitment to public post-secondary education and workers' rights
- High standards of integrity, transparency, and accountability
- Leading change, experimenting with new tools, and improving processes to better serve staff
- Ability to work collaboratively with elected leaders, staff, and diverse campus stakeholders
- Innovation and adaptability
- Strong organizational, communication, and problem-solving skills

Compensation & Benefits

- Starting salary: \$145,000 or commensurate with experience
- Comprehensive benefits package, which includes extended health and dental coverage, pension or retirement plan, paid leave, and professional development opportunities

How to Apply

Please submit a résumé and cover letter outlining your qualifications and interest to:

nasaunionhr@gmail.com

Interviews are planned for March 23rd. Please indicate your availability and whether any accommodations are needed. Shortlisted candidates will be asked to return for a meet and greet with NASA staff on March 31.

NASA is an equal opportunity employer and encourages applications from women, Indigenous peoples, racialized communities, persons with disabilities, LGBTQ2S+ individuals, and other equity-deserving groups.