



Operations Manager – Creative Agency

Are you a versatile and business savvy operations person looking for a unique opportunity? YES! Keep reading...

Permanent – Full-Time – In Person – Bilingual

Cayenne Creative is seeking a **bilingual Operations Manager** with a flair for creative & marketing and with a masterful handle on business operations. This pivotal role focuses on enhancing operational efficiency and sustaining our agency's creative spirit. The ideal candidate will be adept at managing resources, streamlining business processes, and fostering an environment where creativity and strategy merge seamlessly.

Nestled in the vibrant heart of Ottawa, **Cayenne Creative** is a dynamic, bilingual full-service creative and marketing agency. We excel at brand creation, integrated marketing strategies, and meticulous brand management. Our team brings a unique blend of passion, expertise, and creativity to every project, tailoring our approach to meet each client's distinct needs. At Cayenne, we don't just build brands – **we spice them up.**

The Operations Manager position at a creative agency like Cayenne demands a combination of strategic thinking, leadership skills, and practical operational abilities, ensuring that every day is dynamic and geared towards advancing the agency's mission and goals.

Responsibilities

Strategic Management and Relations

- **Client Interaction** – Actively participate in all meetings with key clients to deeply understand their needs, ensuring their satisfaction, and proactively managing expectations for ongoing projects.
- **Account Coordination** – Serve as the primary liaison between clients and the agency's creative teams, ensuring clear communication and efficient execution of client objectives.
- **Project Oversight** – Directly oversee all client projects to ensure they are on track, within budget, and meeting deadlines. Regularly communicate status updates to both clients and internal teams.
- **Vendor Management** – Negotiate with vendors and service providers to secure advantageous terms and maintain strong professional relationships essential for smooth operations.
- **Internal Communication** – Maintain open lines of communication across the agency, ensuring all teams are informed of strategic decisions and operational changes.

Operational Efficiency

- **Process Optimization** – Continually assess and refine workflows and processes to improve efficiency and effectiveness, integrating new technologies or methodologies as appropriate.
- **Resource Allocation** – Strategically manage the allocation of resources, including personnel, software, and hardware, to maximize productivity and ensure project deadlines are met.
- **Review Performance Metrics** – Analyze various operational metrics and dashboards to gauge the agency's performance against set targets, identifying areas for improvement.
- **Problem Solving** – Act as a point of contact for resolving any operational issues that arise, providing guidance and decisions to navigate challenges effectively.



Financial Management

- **Budgeting and Cost Control**— Monitor the agency's financial status and budgets, working closely with the ownership to manage expenditures and optimize resource allocation.
- **Invoice and Payment Oversight**— Ensure that invoicing, billing processes, and vendors payments are handled promptly and accurately.

Leadership and Development

- **Team Meetings**— Conduct daily or weekly meetings with different departments (creative, marketing, web, technology) to coordinate efforts and address any pressing issues.
- **Staff Development**— Oversee training and development activities, mentoring team members, and fostering a culture of continuous improvement and excellence.

Regulatory Compliance and Risk Management

- **Compliance**— Stay updated on relevant local, provincial, and federal regulations affecting the agency's operations, ensuring compliance across all aspects of the business.
- **Risk Assessment**— Proactively identify operational risks and implement measures to mitigate them, safeguarding the agency's interests.

Innovation and Improvement

- **Research and Implementation**— Stay informed about industry trends and advancements in business management and creative production, seeking innovative solutions to integrate into the agency's operations.

Qualifications

- **Education** — A bachelor's degree in Business Administration, Operations Management, Marketing, or a related field is essential. A master's degree or an MBA would be highly advantageous.
- **Experience**— Extensive experience in operations management, ideally within the creative industry or a related field. This should include proven success in managing teams, optimizing processes, and contributing to business growth.
- **Industry Knowledge** — A solid understanding of the creative services industry, including familiarity with project management tools, digital marketing trends, and the unique dynamics of a creative agency.

Remuneration and Benefits Package

- **Salary** — We will offer you a **competitive compensation package**, commensurate with experience.
- **Health and wellness**— Comprehensive health insurance including medical, dental, and vision care after a standard six-month probation period has passed.
- **Vacation and You-Time**— Competitive vacation allowance and flexible leave policies for personal and professional well-being.
- **Creative and Growth-Oriented Environment**— Join a team where your creative potential can be unleashed in an environment that is dynamic and focused on growth.
- **Professional Development Opportunities** — We provide ample opportunities for both personal and professional development, helping you to continuously evolve in your career within the organization.
- **Vibrant Office Culture**— Become part of an office culture that cherishes individuality and blends creativity with strategic thinking, fostering a workplace where unique ideas thrive.



Skill Set

- **Leadership and Management** – Strong leadership skills to inspire and manage diverse teams, fostering a collaborative and productive environment.
- **Strategic Thinking** – Ability to develop and implement strategic plans that enhance operational efficiency and drive agency growth.
- **Financial Acumen** – Proficiency in budgeting, financial planning, and resource allocation to ensure the agency's profitability and sustainability.
- **Analytical Skills** – Strong capability to analyze data, interpret metrics, and make informed decisions that align with the agency's objectives.
- **Problem-Solving** – Excellent problem-solving skills to navigate the complexities of agency operations, deadlines and client demands.
- **Communication Skills** – Exceptional communication abilities in both English and French, facilitating clear and effective interactions with staff, clients, and vendors.

Are You the One?

- **Adaptability** – The capacity to adjust strategies and operations in response to changing market conditions and internal dynamics.
- **Innovativeness** – A creative thinker who can also apply innovative solutions to operational challenges, continuously improving processes and outcomes.
- **Attention to Detail** – Meticulous attention to detail to ensure high quality and accuracy of both internal and external operations.
- **Interpersonal Skills** – Strong interpersonal skills to maintain positive relationships within the team, with clients, and with external partners.
- **Ethical Integrity** – Commitment to upholding the highest standards of integrity and professionalism, ensuring compliance with legal and ethical guidelines.

Cultural Fit

- **Alignment with Our Brand Values** – A deep alignment with the agency's ethos of creativity, innovation, and client-focused service.
- **Passion for creativity** – A genuine passion for the creative process and an appreciation for the creative industry's unique challenges and rewards.

This ideal candidate not only meets the technical and professional requirements but also embodies the spirit and culture of Cayenne, ensuring a seamless integration into the agency's environment and contributing significantly to its continued success.

How to Apply

Are you ready to spice up your career? Please submit your resume and a cover letter outlining your unique qualifications and why you are the best fit for Cayenne Creative. careers@cayennecreative.ca.

We look forward to crafting the future of branding with you!