

# Job Bulletin: Director, Operations

**Advertisement #** 37372  
**Director, Operations**  
**Regular / Full-time**

**Closing Date:** April 13, 2021  
**Salary Range:** Exempt

The Liquor, Gaming and Cannabis Authority of Manitoba (LGCA) regulates the province's liquor, gaming and cannabis industries, including oversight for liquor sales, service and manufacturing; gaming employees, products, events and operations; and retail cannabis stores. The LGCA is in the process of integrating oversight of horse racing into its regulatory mandate. We strive to serve the public interest by regulating these industries in a respectful, impartial and balanced manner.

The LGCA is seeking a highly-motivated individual as its Director of Operations. Reporting to the executive director and CEO, the director leads the LGCA's operations unit by providing direction to a professional and administrative staff in five departments, across four work sites. The operations unit provides all of the LGCA's client-facing services, with accountabilities for licensing and approving all regulated liquor, gaming, cannabis and horse racing activities and equipment; and ensuring compliance with applicable legislation, regulations and terms and conditions through a combination of education and enforcement.

## Qualifications:

### The successful candidate must have:

- A degree from a recognized post-secondary institution in business, public administration, management or a related discipline.
- Diverse leadership experience and knowledge, including more than ten years in public sector management with demonstrated success in conducting and directing complex and diverse licensing and compliance initiatives.
- A demonstrated ability to work within a regulatory framework, including general knowledge of First Nations culture and communities.
- An understanding of the legal framework for the LGCA's regulated industries, including The Liquor, Gaming and Cannabis Control Act, The Pari-Mutuel Levy Act, the Manitoba Liquor and Lotteries Corporation Act, and applicable sections of the Criminal Code (Canada) and the Cannabis Act (Canada).
- Integrity, professionalism, a strong work ethic and a demonstrated ability to make independent decisions that align with legislative accountabilities, strategic aims and operational priorities.
- Demonstrated political acumen, respect for others, initiative, adaptability, critical thinking and problem-solving expertise to develop proactive solutions to licensing and compliance challenges, and to respond to liquor, gaming, cannabis and horse racing issues, which can be public, sensitive and urgent.
- Strong interpersonal, verbal, public speaking and written communication skills to engage with staff and stakeholder with varied backgrounds and needs.
- Strong management and supervisory skills, with the ability to lead, coach, mentor, foster collaboration, and motivate department staff, and to address and manage conflict and performance challenges in a unionized environment and in a professional, respectful and constructive manner.
- Strong business acumen, including the ability to plan work to meet strategic and operational goals, and the financial planning, budgeting and reporting experience to perform work in a cost-conscious manner and maximize value for stakeholders.
- Strong organizational and time management skills, including the ability to prioritize a varied and unpredictable workload.
- Expertise in the use of Microsoft Office Suite (Word, Excel, PowerPoint and Outlook) and database systems (e.g., LGCA's Regulatory Management System).

### The following qualification is desired:

- Proficiency in French.

**Your cover letter and resume must clearly indicate how you meet the qualifications.**

This document is available in alternate formats, upon request.



## Duties:

The director is a member of the LGCA's senior management team and is required to identify emerging needs, assess resources and risks, and make informed decisions to provide commercial and charitable licensing and compliance services, and advice and information on politically-sensitive and often public and contentious liquor, gaming, cannabis and horse racing issues. The director is required to anticipate, assess and manage the impact of operational services and decisions on the LGCA, the board, management and staff, clients, the public, businesses, charities, industry employees, and other stakeholders. The director works closely with the executive director and CEO to provide executive level guidance and advice on strategic, operational, and regulatory issues, with an emphasis on the LGCA's operational service delivery as an innovative, balanced and accountable regulator.

## Additional Information:

- An eligibility list may be created for similar positions and will remain in effect for 12 months.
- Circumstances may arise in which the competition may need to be withdrawn.
- Applicants may be required to write screening and/or selection tests.
- Applicants must be legally entitled to work in Canada.
- Satisfactory work performance in the preceding 12 months is required.
- A satisfactory criminal record check (verified by fingerprints) must be produced and maintained.
- The incumbent must have a valid Canadian passport and Manitoba driver's licence, as occasional travel may be required.
- The incumbent must qualify under The Liquor, Gaming and Cannabis Control Act to be appointed as an Inspector.

The LGCA has a comprehensive compensation and benefits package that includes extended health care, health spending account, dental care, vision care, long-term disability insurance, group life insurance, maternity leave top-up plan, family-related leave and a defined benefit pension plan (some pension plans allow for portability between the Civil Service Superannuation Board and employers). The LGCA also has ergonomic workstations and free parking. Training, educational support and career development opportunities are available.

## Apply to:

Advertisement #: 37372

Liquor, Gaming and Cannabis Authority of Manitoba

Human Resources

1055 Milt Stegall Drive

Winnipeg, MB R3G 0Z6

Fax: (204) 927-5384

Email: [resumes@LGCAMB.ca](mailto:resumes@LGCAMB.ca)

Please quote your name and the advertisement number in the subject line of your email. Please submit your cover letter, resume and any other documents in PDF format. The LGCA does not accept .zip files or links to Google Docs, Dropbox or any cloud-based storage systems as a replacement for PDF documents.

## Accessibility

The LGCA will consult with all applicants requesting accommodation during the recruitment process to ensure that the accommodation provided takes into account the applicant's individual accessibility needs.

**Employment Equity** is a factor in selection. Please indicate in your cover letter or resume if you are from any of the following groups: women, Indigenous people, visible minorities and/or persons with disabilities.

**We thank all who apply and advise that only those selected for further consideration will be contacted.**

**Visit [LGCAMB.ca](http://LGCAMB.ca) to learn more about the Liquor, Gaming and Cannabis Authority of Manitoba.**

