

Manager of Resources and Publications Department and IT

January 2012

Location: Downtown Vancouver

BC211 is a non-profit organization providing professional information and referral to community, government and social services. We operate help lines including 211 for the Lower Mainland as well as the following provincial lines: VictimLink BC, Alcohol & Drug Information and Referral Service, Problem Gambling Help Line, and the Youth Against Violence Line.

We are located in a newly renovated space in the Woodward's heritage building in downtown Vancouver.

Vision: To strengthen communities by connecting people with the help they need
Purpose: To provide access to community, government and social services through quality information and referral
Values: Service – We work as a community to serve community
Integrity – We serve clients with respect
Innovation – We seek solutions for tomorrow

Job Summary

Reporting to the Executive Director, this position is accountable for the Resources and Publications Department as well as phone technology including call recording and reporting, the Information Management System (IMS), computer systems and servers and the organization's web services. Our IMS supports a database of community, government and social services information and is organized using a standardized taxonomy. The manager is accountable for data quality focusing on coverage, currency and accuracy. Information from the IMS is accessed by internal staff providing resources to callers for all of our help lines and also by the public through our website. This position manages the budget for the Resource and Publications department as well as the IT/Telephone budget.

Education and Experience

This is an exciting time to join BC211. We are implementing a new Information Management System. The position requires a person who has demonstrated the ability to explore and leverage such an investment for the best possible results for the organization, callers and online clients.

The Manager will work with their team to update community information in the IMS in the most effective way possible. Building relationships with organizations and helping them to leverage our technology is essential.

Direct experience managing the IT components of a similar environment is essential. Experience managing a complex database of resources is also required. The position includes the supervision of an IT Coordinator and the Coordinator of the Resources and Publications Department.

A Master of Library Science degree with an IT specialization is preferred with several years of IT experience and at least four years of management experience.

Application Process

This position requires a person who enjoys seeking new ways to deliver our service to the public through information technology, the web and other devices. BC211 is one of only eleven 211 services across Canada. We have an open and positive relationship with staff and we strive for BC211 to be a great place to work.



If you are a person who is seeking a multifaceted role in a dynamic organization where you can be both creative as well as diligent with data management and IT functionality, BC211 may be a fit for you. If you would value being a part of an organization with a wonderful team of dedicated people who make a difference each day because of what they do, you are invited to send an email including your resume and cover letter to ManagerResumes@bc211.ca. We thank all applicants for their interest in BC211. Only those applicants who will be interviewed will be contacted.

Closing Date: Applications will be accepted until the position is filled.