

“Working with scientists in a world-class facility...”

Bio-economy Career Profile

Position: Director of Business Operations

Name: Hank Krueger

Company: Public Health Agency of Canada

Salary Range: \$80,000 to \$100,000 per year

What I do:

I oversee the diverse business services within the Canadian Science Centre for Human and Animal Health and help introduce business solutions that support the science programs in the National Microbiology Laboratory and the National Centre for Foreign Animal Disease, which are located in the facility.

On a day-to-day basis, the areas I oversee include our Emergency Operations Centre, Material Management, Library Services, Information Management, Business Quality Management and Business Analysis. Planning and reporting are also large parts of my position, including the preparation of the annual business plan. My job involves dealing with administrative and science personnel in Winnipeg and Ottawa.

What education and skills do candidates need for this position?

I have a Business Administration Diploma and Project Management Certificate from Red River College in Winnipeg. Experience and coursework in the areas of quality and process management and emergency planning is also helpful.

Candidates should have good people skills and the ability to promote individuals' contributions as part of a team environment. You must also be a good listener to synthesize the critical elements of the various issues that present themselves daily. You should have common sense



when approaching a position in operations in order to apply regulations and bureaucracy in a sensible way.

A Director of Business Operations needs to be a generalist and can't be too focused on any one element of the operation. Project- and time-management skills, including the ability to prioritize, are essential to the position. You should be adept at dealing with many day-to-day diverse situations and develop a strong network of people with whom to share information and work collaboratively. You also require strong writing skills, as part of the job is to contribute to public documents.

What are the best parts of your job?

The best thing is the environment and the people with whom I work; it's a world-class facility with world-class scientists, and the job is diverse and challenging. It also provides the opportunity to effect positive change in supporting Canada's public health system.