



JOB DESCRIPTION

Office Manager (Permanent, Full Time)

JOB SUMMARY

The Office Manager is responsible organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency.

The Office Manager reports to the Executive Director and will be bilingual, have strong people skills, be able to manage a wide variety of administrative and clerical tasks, and be proficient with computers and the use of Microsoft Office software, including Word, Excel, PowerPoint and Publisher.

RESPONSIBILITES

1. Project Management and Administration

- Manage and coordinate office operations
- Implement, manage and maintain record keeping, confidential personnel files, purchasing and inventory control systems
- Assist with Human Resources management: design and implement policies and procedures, manage benefits administration, recruitment, orientation and training of staff
- Manage office equipment, maintenance and service contracts and systems
- Manage technology and telecommunications systems and provide general support to staff
- Coordinate and ensure all funder reporting requirements are fulfilled as specified and that reports submitted on time
- Coordinate CCAC back-office integrations activities and ensure they are carried out in accordance to agreed policies and protocols
- Monitor, contribute and coordinate updates of the Health Centre's website, newsletter and annual report
- Coordinate and liaise with the Health Centre's accountants and auditors and ensures all financial reports including the annual audit are prepared as prescribed and submitted by the dates required
- Create and maintain an administrative filing system
- Prepare, respond to and file correspondence on behalf of the centre
- Maintain an inventory of office supplies and equipment
- Maintain a petty cash system and various budgets
- Perform other duties as may be assigned

2. Executive Director and Board Support

- Proactively manage, coordinate and organise activities and schedules for the Executive Director including meetings and correspondence (email and voice-mail)
- Proactively schedule and manage the work of the Board of Directors, Committees and Working Groups
- Ensure all requirements of the bylaws and process for the Annual General Membership meetings are met in a timely manner
- Maintain organisational systems for Board of Directors, its committees and memberships
- Identify and respond to all requests that can be dealt with independently and confidentially
- Assist with reporting requirements to accreditation, licensing and funding bodies
- Prepare correspondence, materials and agendas, meeting minutes, action logs and ensures timely follow up
- Ensure related travel and hotel accommodations are arranged
- Assist with hiring, orientating and training of staff when applicable
- Develop and maintain knowledge of strategic partnerships, funders, community organizations, institutions and the community at large
- Liaise with community agencies and organizations for the purpose of communications, planning, support, referral and increasing community awareness about the CHC model
- Communicate with community representatives and service agencies, on behalf of the Executive Director, who may be participating in committees, task forces and Board of Directors of community and network organizations

3. Supervise Administration staff

- supervision and coordination of office volunteers , administrative support staff, receptionists, decision support analyst, and maintenance teams;
- ensure that everyone is treated with respect and dignity in order to motivate these individuals to contribute to the mission of the CSC CHIGAMIK CHC;
- termination and disciplinary decisions must be referred to the Executive Director for approval;
- monitor quality of work, undertake performance reviews and assess training needs;
- administer facility maintenance contracts including cleaning, security, repairs etc.; and,
- oversee coordination of schedules, efficient work distribution and relief needs as required.

4. Other duties as assigned

JOB REQUIREMENTS

Education

- ✓ Undergraduate degree or community college diploma in Business Administration, or equivalent experience

Knowledge / Experience

- ✓ 3-5 years' experience as an Administrative Assistant or Project Manager
- ✓ Experience working with a diverse, multicultural population considered an asset
- ✓ Fluent in French and English, verbal and written

Skills

- ✓ Ability to take initiative, problem solve, and make decisions within job scope
- ✓ Schedule management skills
- ✓ highly developed minute-taking skills and ability to develop appropriate action logs,
- ✓ An understanding and experience of a fast moving workplace environment, superior written, and oral communication skills
- ✓ Strong track record of customer service and effective people skills in a human services or healthcare environment
- ✓ Good understanding of processes, policies and procedures required for supporting a non-profit organization
- ✓ Excellent time management and organisational skills with strong attention to detail
- ✓ Ability to work well under pressure and multi-task without supervision
- ✓ Ability to work independently as well as collaboratively in a positive team environment
- ✓ Must provide a Criminal Records Check with vulnerable sector screening

HEALTH & SAFETY COMMITMENT

- Participate in the H&S committee as the management representative
- Comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC occupational health and safety policies and procedures
- Use or wear any protective equipment, device or clothing required by your supervisor/manager
- Report to your supervisor/manager any known missing or defective protective equipment or protective device that may be dangerous
- Report any known workplace hazard to your supervisor/manager
- Report any known violation of the OHSA or regulations to your supervisor/manager
- Not use or operate any equipment (includes motor vehicle if required for work) or work in a way that may endanger yourself or any other worker
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct
- Attend all health and safety training as directed by your supervisor and apply this knowledge to your job

WORKING CONDITIONS

Physical Demands

The Office Manager will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Office Manager will also have to do some lifting of supplies and materials from time to time.

Environmental Conditions

The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

Sensory Demands

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering thorough information which requires attention to detail and high levels of accuracy.

Mental Demands

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to this position.

Employee Name

Supervisor/Manager Name

Employee Signature

Supervisor/Manager Signature

Date

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Executive Director Signature

Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all the responsibilities and activities of the position.