

DELTASSIST FAMILY AND COMMUNITY SERVICES SOCIETY

JOB TITLE: Office Manager/Executive Assistant

DIVISION: Administration and Support Services

REPORTS TO: Manager of Finance & Administration

DATE (Revised): September 2018

SOCIETY'S MISSION:

A primary general responsibility of the employee in this position is the promotion of the Society's mission and values through the provision of administrative services for the Society. At all times the work is under the control and direction of the Society, primarily through the direction of the employee's supervisor, the Manager of Finance & Administration.

JOB RESPONSIBILITIES:

The Office Manager/Executive Assistant is a senior administrative support position; it is part of Deltassist's management group and is excluded from the bargaining unit. This is a key position in the management of the organization with a wide variety of daily tasks and job responsibilities.

A general list of the responsibilities of the position is as follows:

Supervision, support and direction of the secretarial support staff, including:

- Hiring support staff employees, training and monitoring, directing and evaluating the job performance of those employees (including volunteers who provide secretarial support)
- Familiarity with, and oversight of, all aspects of the employees' daily job duties
- Coordinate and chair monthly support staff employee meetings
- Oversee and coordinate gathering and interpretation of service-related statistics concerning support services and providing data for PQI reports
- Seek out, and be responsive to, concerns about the provision of support services, from clients, employees and the community
- Activities related to Performance Quality Improvement

- Overseeing office security, office equipment and supplies, and office maintenance, including:

- Familiarity with, and maintenance of, the main office access and alarm system
- Assist in the maintenance and operation of security and computer back-up systems for the client data files and general office files
- Hiring, coordinating and monitoring the performance of office cleaning service providers
- Coordinating and overseeing site maintenance, including landscaping, snow removal, etc.
- Ensuring office equipment is adequate to meet the organization's needs and is properly maintained and operational
- Meeting with suppliers' representatives for product, service, and price comparisons
- Maintaining phone systems and equipment

Involvement in provision of direct services offered by Deltassist, including:

- As appropriate, assist in coordinating and overseeing support staff employees and assisting with seasonal projects such as Christmas food hampers, and the Christmas toy depot and the Income Tax preparation program
- Coordinate and oversee printing of brochures, letterhead, business cards
- Coordinating responses to DFCS website inquiries
- Coordinating and overseeing use of Deltassist's facilities for other community service groups and organizations
- As appropriate, liaison with local community service organizations to maintain and enhance the organization's partnerships throughout the community

Participate with other management personnel as a regular member of the management and planning (MAP) committee, addressing issues regarding, and planning changes to, the services provided by the organization.

Assist in orientation of new employees to the organization's operations and procedures.

Participate in the on-going accreditation standards maintenance process, including the organization's internal continuous quality improvement (PQI) activities. This includes providing assistance in establishing standards of operation within the organization and promotion amongst personnel of adherence to those standards.

Other related duties as directed.

GENERAL WORKING CONDITIONS:

- This is a full-time position with an expectation of working 35 hours per week
- Must work well independently and participate effectively in group activities
- Participation in regular up-grading of skills and expanding knowledge related to the requirements of the position
- It is expected that there will be consistent support of and adherence to the Society's general policies and procedures as part of the general conduct for the position
- Starting salary is \$43,000

QUALIFICATIONS:

- Grade 12 or equivalent with some post-secondary education in a field related to the provision of family and community services
- Experience in general office procedures, and working knowledge of community not-for-profit and charitable organizations; experience as a manager in a unionized setting is particularly beneficial
- Thorough knowledge of local community service groups and organizations, and provincial welfare and financial assistance services
- Proficiency in the use of current business software applications including word processing, publishing, public presentation, spreadsheet, and database programs
- Exceptional organizational, written, and verbal communication skills
- Experience, skills and success in supervising (hiring, evaluating, directing) employees
- Experience, skills and success in recruiting and retaining services of volunteers