
Position title: Operations and Administrative Lead
Department: Administration
Reports to: Director of Operations & Human Resources

Summary

The Operations & Administrative Lead oversees and ensures smooth running facilities both on-line and in person. Working alongside multiple departments, this role addresses any issues that arise in the day-to-day operations by ensuring that the necessary facilities and equipment are in place for the seamless coordination of programs, classes, workshops and daily functions. This includes building facility operations, working with contractors, sourcing vendors, developing and maintaining office systems, conducting internal assessments to ensure optimal operational functions, and coordinating new technology training. The administrative responsibilities entail coordinating all correspondence, meetings, and functions for staff and leadership meetings, handling supplies from coordinating shipping to ensuring delivery as scheduled. This position is a multifaceted role responsible for a wide range of services from operations and office systems to building maintenance and capital equipment. The Operations and Administrative Lead is part of the leadership team and will be required to assess, enhance, and mitigate possible issues that may affect disruption to business operations.

Key Responsibilities

Operations

- Oversees facility maintenance, janitorial services, and contractor coordination
 - Ensures equipment and furniture are serviced regularly and functioning properly
 - Coordinates and records distribution of keys for building, parking, and office equipment
 - Develops office policies and procedures to ensure office systems are maintained
 - Works with the building manager and property management company to ensure issues are addressed (HVAC, pest control, building notices)
 - Maintains alarm systems and access codes
 - Coordinates events, meetings, and training for all staff and leadership
 - Sources vendors and procures capital equipment, office furniture, stationery, and kitchen supplies
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- Ensures optimal functioning of the telephone system and programming functions
- Posts signage in common space promoting public awareness notices
- Maintains parking assignment maps and manages visitor parking
- Ensures Safety Equipment maintenance is up to date (eg: City Fire inspections, annual fire equipment testing including fire extinguishers, safety lighting, and exit signs)
- Maintains all floor plans (space assignments, lighting, security, HVAC)
- Supports Executive Assistant responsibilities in a backup capacity
- Other related duties as assigned by senior management

Key Competencies

- **Values.** Behave consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensure integrity in personal and organizational practices. Build a respectful and client-centered workplace.
- **Innovation.** Think creatively; be open to new ideas and technologies. Be committed to developing effective and new approaches to service excellence. Be flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accept and create a culture of accountability; foster personal growth; take personal ownership. Be self-aware and demonstrate a commitment to ongoing learning and continual improvement. Assess risk and develop risk mitigation strategies.
- **Engagement.** Show passion for the job and the mission of the Impact North Shore. Engage people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **Effective Communication.** Foster open communication, listen to others, speak effectively, and prepare written communication so that messages are clearly understood.
- **Organized & Efficient.** Plan ahead and works in a systematic and organized way. Follow directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Have a vision for the future, build plans, and make decisions to get there. Align program policy and delivery with the strategic directions of Impact North Shore. Champion organizational change.
- **Building the Organizational Team.** Recognize that the leader alone cannot get the job done; coach staff and volunteers to meet the mission of Impact North Shore. Build successful relationships with clients, staff, volunteers, and partners.

- **Results Focused.** Action-oriented. Maximize organizational effectiveness and sustainability. Align people, work, and systems to meet organizational objectives.

Qualifications

- Post secondary education, preferably in business or social services
- 5 years' experience in an office environment
- Excellent knowledge of Outlook, Microsoft Office Suite, Zoom and Moodle
- Strong writing skills for policies and procedures
- Excellent communication and organizational skills with attention to details
- Able to function in a fast-paced environment, and remain calm during busy periods
- Ability to work independently to trouble shoot problems and find solutions

Additional Information

- **Work Schedule:** 35 hours per week (schedule may vary)
- **Working Environment:** In-Office – On site full time
- **Starting Wage:** \$27.00- 30.00 per hour, dependent on experience

Application Instructions

Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Operations and Administrative Lead" in the subject line.

Resumes reviewed upon submission. Posted until filled.

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.