

OFFICE MANAGER

Responsible to: Executive Director

Job Summary: Provides a variety of reception and general clerical assistance in the office. Co-ordinates program and scheduling of counselors. Maintains various records, files and related filing systems. Performs bookkeeping duties such as, posting and processing day-to-day transactions. Processes accounts receivable, accounts payable and payroll. Maintains and updates accounting records for Year end, and Canada Revenue requirements, as well as the Society act requirements.

Key Duties and Responsibilities:

- Oversees all aspects of general office coordination and acts as general office reception
- Greets clients, handles communication by telephone, fax and email in a professional and friendly manner
- Maintains confidentiality in all aspects of client, staff and agency information
- Screens and prioritize and distribute all incoming correspondence, including faxes and email.
- Sets up and maintains social media accounts and advertising of programs
- Schedules appointments, arranges meetings and plans for meetings, books rooms
- Acts as a coordinator of volunteers and provides administrative support for each volunteer program. Orients, monitors and provides work direction to volunteers and/or practicum students
- Tracks office or program expenditures by recording expenses and alerting manager to budget overruns and unusual expenses. Maintains all financial records.
- Maintains and arranges for repair of all office equipment such as personal computers, photocopier, fax machine, telephones
- Ensures that adequate supplies of office supplies are maintained.
- Create and modify documents, and presentations such as invoices, reports, memos, letters and financial statements using computer software such as Sage Accounting, Power Point, excel spread sheets and other programs
- Development and ability to maintain excel spreadsheets for budgets and board meetings
- Coordinate and direct office services, such as records and budget preparation
- Sets up and coordinate meetings conferences and workshops, including Board Meetings
- Interact with the organization's Board of Directors, attend Board Meetings when requested and accommodate Board requests
- Prepares monthly financial statements and submits to Board of Directors
- May conduct research, compile data and prepare papers or proposals for consideration presentation to the Executive Director, Staff and Board of Directors
- Arranging meetings, reserving conference rooms, ordering food and supplies for meetings, booking travel arrangements within travel budget. and assist in special events such as fundraising activities and the annual general meeting
- Process payroll, prepare T4 slips and make submissions to Revenue Canada, including but not limited to Registered Charity Reports, GHT/HST applications
- Answers benefit questions such as health, dental, life, short- and long-term disability and pensions for staff
- Tracks and maintains monthly statistics, employee attendance, leave, and flex time
- Responsible for all bookkeeping including but not limited to payroll, T-4 slips, making all bank deposits, writing all cheques for payroll, and office expenses and keeps an accurate accounting of all revenue and expenses, alerting manager to all budget overruns and unusual expenses or expense requests
- Provides word processing, data input and typing support and desktop publishing for responses to correspondence containing routine inquires including but not limited to annual appeal letters, letters of appreciation, meeting minutes, forms, client information, pamphlets and brochures
- Performs all additional clerical and reception duties in a friendly professional manner.
- Able to encourage and contribute to a positive working team environment and maintain a pleasant disposition
- Performs other related duties as required

Qualifications: Clear Criminal Records Search

Education and Knowledge: Grade 12, plus completion of a program of up to one (1) year in business or office administration plus post secondary courses of up to two (2) years in areas such as bookkeeping, payroll or office procedures.

Training and Experience: Three (3) years of recent related experience or an equivalent combination of education, training and experience.