

External Job Posting:
Office Manager

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

This position manages reception and administration functions across Carizon, reporting to the Director of Operations. The role is key to maintaining and promoting good customer service with the team of client facing Receptionists and Administrative Assistants. This is a new role at Carizon and will entail standardizing processes across all locations and departments (for those responsibilities included in the scope of the role).

RESPONSIBILITIES:

- Lead the reception and administration support team
- Hire, train, supervise, and provide ongoing support to Support Service Receptionists and Administrative Assistants across all Carizon locations
- Schedule shifts, ensuring that lunches, vacations, and absences are covered.
- Provide orientations and supervision to volunteers supporting reception and administration
- Maintain updated procedures and communications relevant to reception and administration tasks and policies.
- Oversee inventory and ordering of all general office supplies
- Oversee the inter-office mail and mailboxes across the agency
- Oversee the management of the phone system
- Coordinate the offsite storage and destruction of documentation
- Coordinate the on boarding and off boarding of staff including but not limited to, on-site orientations, coordinating name badges, general office information, building access, and distribution/return of equipment
- Act as the key contact for general day-to-day business concerns for 400 Queen tenants
- Coordinate the external information requests, including coordinating fulfilment of the request and resolving outstanding issues under the guidance of the lead Director/Manager with the requestor
- Oversee the management of shared IT equipment and first line support for AV equipment
- Oversee the coordination and reconciliation of petty cash, customer payments, cash donations, mail payments and prepare the bank deposits
- To always perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)
- Other duties as assigned

PROGRAM SUPPORT

- Work with program managers to provide administrative supports
- Support the coordination of room assignments for staff, students, and interns for the clinical programs at 400 Queen
- Oversee the updating of the counselling system for schedules, new providers, and client payments

FACILITIES SUPPORT

- Support the Facilities Supervisor with day to day oversight for a Housekeeping Assistant at the 400 Queen location
- Manage the programming and distribution of security devices and collaborate managing keys and access with HR and Facilities
- Support the Facilities Supervisor with the development of the infrastructure capital plan and submission of support for infrastructure projects with Grants Ontario
- Support the Facilities Supervisor with management of contractors where appropriate
- Support the Facilities Supervisor with the management of parking

EDUCATION/KNOWLEDGE/EXPERIENCE:

- Post-secondary degree or equivalent in a relevant field
- Minimum three years of relevant work experience
- Experience in building and motivating a team
- Ability to manage multiple priorities
- Experience in promoting a service culture
- Proficient in use of Microsoft Office Suite
- Project management and change management experience
- Team player
- Satisfactory Police Check

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<p><u>SALARY:</u> As per salary range</p> <hr/> <p><u>LOCATION:</u> Kitchener-Waterloo</p> <hr/> <p><u>EMPLOYEE GROUP:</u> Non- Union</p>	<p><u>STATUS:</u> Permanent, full-time</p> <hr/> <p><u>HOURS OF WORK:</u> 35 hours per week</p> <hr/> <p><u>SCHEDULE:</u> TBD</p>	<p><u>COMPETITION NUMBER:</u> 27-18 (NUC-26)</p> <hr/> <p><u>POSTING PERIOD:</u> June 15-July 6, 2018</p> <hr/> <p><u>START DATE:</u> August 2018</p>
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