



POSITION DESCRIPTION

Position: Office Coordinator

Program: Administration

Reports to: Strategic Initiatives Manager

Date Approved: July 29, 2021

OVERVIEW OF THE POSITION:

The Office Coordinator position plays an essential role in the day-to-day operations of the Sage Seniors Association and the culture within the organization.

This position is responsible for coordinating the office administrative functions within Sage and providing support to staff. This position will also assist with service calls and IT troubleshooting.

This position also serves clients and processes membership, directory, and donation requests.

<p>Equipment and Space</p>	<ul style="list-style-type: none"> • Ensure that each staff member has appropriate equipment, furnishings and stationery to do their job remotely; • Ensure all office equipment is operational and maintain inventory – move computers and phones as needed. Troubleshoot as required; • Liaise with IT contractor to ensure timely response to IT concerns; • Provide internal communications on IT issues, etc. when appropriate; • Oversee Occupational Health and Safety requirements; • Research and obtain prices/quotes for all office furnishings, equipment, and supplies; • Purchase office equipment and supplies; • Liaise with property management company regarding building maintenance/management, including place all work orders for building repairs/maintenance; • Schedule and supervise bed bug inspections and coordinate extermination (of all pests), if applicable; • Maintain postage machine;
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	<ul style="list-style-type: none"> Place all service calls for repairs to postage machines, phones, copiers/printers, computers, cell phones, and other equipment.
Office Administration	<ul style="list-style-type: none"> Coordinate virtual and in-person staff meetings; Take meeting minutes for staff meetings; Arrange for changes to phone system including holiday message changes, staff updates to switchboard; Coordinate domain registrations; Perform office duties including, but not limited to: photocopying, faxing, scanning, mailing, and filing remotely, and in the office, as required; Create forms as needed; Coordinate all incoming and outgoing mail, faxes and courier deliveries; Assist with new employee onboarding, including setting up accounts; Orient and train new employees to Sage administrative process and IT systems (Microsoft Teams, Outlook, etc.); Complete off-boarding of employee related to keys, phones, email, parking passes, etc.; Ensure compliance with administrative policies and procedures; File any contracts; Update internal documents such as contact lists and emergency information.
Communications	<p>Promote and communicate information regarding Sage programs, services, and events via multiple platforms, including:</p> <ul style="list-style-type: none"> Mailing copies of the Directory of Seniors Services; Printing and mailing internal and external forms and applications, calendars, and newsletters, as requested by other staff members; Working with the Communication Coordinator to ensure that 211 has current and accurate information regarding all of Sage's programs and services; Managing Sage's info@mysage.ca email account.
Member and Donor Management	<ul style="list-style-type: none"> Process new memberships and membership renewals; Input relevant administrative data into membership database; Issue donation receipts and acknowledgement letters; Input relevant administrative data into donor database.
Policy and Procedure	<ul style="list-style-type: none"> Oversee the Organizational Manual and make changes as directed including policy updates, formatting and providing copies to Directors and Board;

	<ul style="list-style-type: none"> • Maintain system to ensure contract compliance for all contracts related to administrative and consulting services, office equipment and buildings.
Finance and HR	<ul style="list-style-type: none"> • Process monthly bank deposits, as needed; • Investigation of invoices as needed.
Miscellaneous	<ul style="list-style-type: none"> • Volunteer supervision and engagement, where appropriate; • Other duties as required

QUALIFICATIONS

- Diploma in Office Management or suitable equivalent;
- 1 to 3 years of progressive administrative support to management;
- Experience using Microsoft Office programs (including Microsoft Teams and Sharepoint);
- Experience with database systems;
- Experience troubleshooting basic IT issues.

SKILLS and EXPERIENCE

- Possess knowledge of administrative systems/processes, basic financial application and their operational impact;
- Excellent communication and time management skills;
- Excellent interpersonal and customer service skills;
- Ability to set priorities and to adapt to changing priorities;
- Knowledge of office automation tools and computers;
- Ability to clearly analyze and identify problems and obtain information from defined sources;
- Ability to work effectively and efficiently in a fast-paced environment and able to consistently meet deadlines;
- Previous work with volunteers;
- Self-motivated and able to work as part of a team.

TERM

This is a temporary, part-time position until August, 2022.

HOURS OF WORK

26 hours per week to be determined with the supervisor between the hours of 8-4:30 Mon-Fri.

SALARY LEVEL

\$23.32 base rate per hour. Rates above the base salary rate will be considered based on assessment of the successful candidate's education, skills, previous experience and other factors.