

Job Posting

Job Title:	Office Manager	Job ID:	17-AD-02
Status:	Full-time (35 hr/wk)		
Department:	Administration & Finance	Union:	Excluded
Posting Date:	October 3, 2017	Posting Close:	4:00 p.m., October 20, 2017

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 87 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Reporting to the Director of Finance and Administration, the Office Manager is responsible for planning and overseeing all administrative support and office services for the agency. This includes coordinating and communicating office activities, reception duties, shipping and receiving, contract management, supplies and stationery, health regulations, and general troubleshooting. The Office Manager will also be responsible for the safety requirements of the organization's facilities and assets.

The Office Manager is required to perform his/her duties in a manner consistent with DHNS's Mission, Vision and Values, ensure safety, and demonstrate customer service excellence.

Responsibilities:

- Manage administrative and supporting services and systems to support the needs of the Chief Executive Officer (CEO), Senior Leadership Team and Board of Directors.
- Manage communications, for CEO, Senior Leadership Team and Board meetings including the Annual General Meeting, Board meetings and retreats, Board Committee meetings.
- Ensure Board and executive documents are brought forward and deadlines observed.
- Assist the CEO and Directors in the preparation of reports, funding applications, Annual Reports, presentations and the like including proof-reading, editing, drafting of presentation materials and slide-decks as required
- Reviews incoming electronic and hard copy correspondence and documents prioritizing for assessment and signature by the CEO; drafts and processes out-going correspondence and documents
- Act as support to the CEO in all aspects of her/his position with particular emphasis on responding to inquiries from all levels of the organization including, board directors, staff, volunteers, government bodies, and partner agencies; performing a wide variety of administrative and secretarial services; managing meeting and appointment schedule.
- Manage, coach and mentor direct reports, including managing performance issues, expected outcomes, and establish clear goals in a timely manner and within the collective agreement timelines.
- Maintains organized files of important agreements and corporate documents.
- Exercises judgment in handling emergency issues, concerns and occasional crises often of a confidential, sensitive or difficult nature. Informs and/or involves appropriate members of management group for resolution.

- Organizes, builds agendas, takes and prepares minutes for regular senior and other periodic management meetings.
- Work collaboratively with other Dixon Hall staff, departments and volunteers.
- Operate in an effective, efficient and client focused manner to achieve the best outcomes for clients.
- Oversee office expenditures to ensure department operates within budgetary guidelines.
- Review financial statements and take action on variances to bring expenditures in line with budget.

Qualifications:

- University degree in Accounting, Business, or Finance or an acceptable combination of education and experience.
- A minimum of 5 years office administration experience.
- A minimum of 2 years of managerial experience.
- Excellent management, negotiating and organizational skills.
- Strong interpersonal and communication skills.
- Must demonstrate a strong working knowledge of the Internet and MS Office, specifically Excel, Word, and PowerPoint.
- Strong written and verbal English language skills; other languages an asset.
- Superior organizational, analytical, and problem solving skills. Ability to manage multiple projects and deadlines, to prioritize and take initiative
- Must have initiative, good judgment and foster a positive work atmosphere

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **October 20, 2017 at 4 p.m.** quoting File #17-AD-02 in the email "Subject" line.

Internal Applicants please mark "internal" on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.