



## POSITION PROFILE

**Title:** Process and Administrative Coordinator

**Reports to:** Executive Director

**Status:** 30/week permanent employee (6 hours per day)

**Nature & Scope:** The role of the Process and Administrative Coordinator provides governance, strategic and operations administrative support to the Executive Director, Board of Directors and staff. This role is a critical first point of access for stakeholders and the community at large meaning the Process and Administrative Coordinator holds great responsibility in demonstrating professionalism, responsiveness and compassion.

### Key Responsibilities:

#### Office Management

- Act as the central point of contact for all inquires on a daily basis
- Respond to tenant inquiries and maintenance requests in a timely manner
- Coordinate the input and management of donor database
- Administer tax receipts and donor recognition letters
- Maintain and manage all records & digitize historic records
- Post supported transactions to the accounting system
- Administer all collections, bank deposits and payments costs
- Coordinate intake of 'In-Kind' donations (furniture, toys, clothing)
- Update the office manual and emergency response plan

#### Executive Director & Governance Administration

- Play a key role in budgeting, controlling costs and keeping the organization on track financially
- Coordinate calendar management for Executive Director
- Collaborate with Executive Director on operational and administrative process improvements to support the strategic plan
- Support and organize all aspects of board and committee meetings and AGM
- Maintain board of directors manual, Minute Book and board committee records

#### Building Management

- Act as landlord representative for clients, prepare lease contracts and conduct move in/out requirements
- Ensure timely resident and commercial rent payments and deposits
- Facilitate general maintenance of the Bowview Building
- Delegate general maintenance requests to On-Site Guardian as required
- Oversee cleanliness of Bowview Building, interior & exterior, and operational requirements
- Act as liaison with commercial tenants
- Act as liaison with repair persons or contractors

#### Volunteer Engagement:

- Develop an engagement plan that aligns with strategic and growth priorities of the organization
- Responsible for recruitment, interviewing and orientation for volunteers

- Evaluate and create opportunities for Highbanks to engage with the wider community and coordinate for appropriate staff participation
- Steward volunteers through regular communications and assist with volunteer recognition
- Maintain volunteer information in database and coordinate volunteers for special events
- Liaise with clients, alumnae and commercial tenants to encourage greater social inclusion and engagement

### **Core Competencies**

- Post-Secondary diploma in fields such as Business Administration or Business Management
- Strong interpersonal communications skills and ability to communicate effectively with a diverse population
- Ability to multi-task and remain on focus despite interruptions
- Knowledge of Microsoft and Apple software, office administration, database management, bookkeeping knowledge and building management
- Excellent problem-solving skills; able to think quickly and adeptly to address problems efficiently
- Demonstrates a commitment to excellent customer service
- Applies organizational value in all aspects of stakeholder interaction
- Ensures care and responsiveness to the needs of those the organization serves
- A strong commitment to young people and empowerment of single mothers

### **Cultural Imperatives at Highbanks Society**

- Rule of Presence
- Working in Service of Families
- Whatever it Takes (Comfortable with ambiguity, and shifting priorities)
- Teaching Through Relationships
- Agency and Accountability, Rights and Obligations
- Intentional Joy
- Opportunities for Reciprocity
- Dignity of Risk
- Goodness of Fit
- Story Imperative
- Advocacy for Social Justice

### **To Apply**

Please send your resume and cover letter to [info@highbanksociety.ca](mailto:info@highbanksociety.ca) with Process and Administrative Coordinator, along with your name in the subject line. We thank you for your application, only those chosen for further interviews will be contacted.