

EMMANUEL HOME Office Manager Job Description

Reporting to the Executive Director, the Office Manager is an energetic professional who doesn't mind wearing multiple hats. The Office Manager is well organized, flexible and enjoys the opportunities and challenges of supporting a Christian seniors' community. The Office Manager is experienced in handling a wide range of administrative and executive support-related tasks and is able to work independently with little or no supervision.

The Office Manager will organize and coordinate office administration and procedures to ensure the overall support of residents and staff. The Office Manager is responsible for developing organizational communication tools, streamlining administrative procedures, reception staff supervision and task delegation.

Responsibilities:

- Assist the Executive Director in support of organizational goals and objectives that enhance the experience for residents, staff and community; provide administrative support as required
- Perform review and analysis of special projects and keep Executive Director properly informed
- Support the Board of Directors by organizing and scheduling meetings, taking and transcribing minutes, reports and other tasks as required
- Recruit, screen and assist with the selection of staff and volunteers, and provide orientation and training to new employees and volunteers
- Develop and maintain all human resource and general office operations policies and procedures
- Promote a healthy and strong organizational culture and foster good internal staff relations through regular meetings and social events
- Coach and mentor staff; facilitate staff and volunteer performance reviews
- Facilitate occupational health and safety (OH&S) and emergency preparedness training for all staff
- Provide general oversight and support to reception, and assist in the handling of resident, families and visitor inquiries
- Participate actively in the planning and execution of all Emmanuel Home events
- Coordinate with service providers for maintaining all office equipment for mailing, supplies, and IT providers for office equipment and call systems
- Responsible for managing office services by ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved and that clerical functions are properly assigned and monitored
- Monitor and maintain office supplies inventory; review and approve office supply acquisitions
- Enhance organizational communications by coordinating resident and society communications
- Remain updated on technical and professional knowledge by attending educational workshops, joining professional associations, building networks with fellow professionals and reviewing of industry publications
- Maintain a safe and secure working environment

Requirements:

- Proven office management, administrative or assistant experience with at least 5 years working experience
- Knowledge of office management responsibilities, systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficient in MS Office and other office software packages
- Knowledge of clerical practices and procedures
- Knowledge of human resources management practices and procedures
- Knowledge of business and management principles