

Internal/External Job Posting

Office Administrator (Operations)

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community.

Reporting to the Director of Operations, the Office Administrator (Operations) will provide logistical supports to programs and service delivery to our community, including taking the lead on centralized purchasing. This position will also assist the Director in overseeing and problem-solving internal operations in accordance with established procedures as well as supporting the management team with tasks and projects that may arise often requiring a high level of confidentiality, diplomacy, and tact.

West Neighbourhood House is actively seeking applications from Indigenous, Black and racialized peoples, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Work closely with the Director of Operations to support programs and service delivery logistics and operations.
- Prepare purchase orders and non-purchase orders in Sparkrock 365 as per purchase requests.
- Purchase office supplies and equipment as required.
- Assist with adding new users to the organization's network environment and liaise work with the IT Service Provider to manage user accounts, set up equipment for new users, and problem-solve.
- Order, distribute and maintain equipment inventory, including personal protective equipment (PPE).
- Support management of projects undertaken by the Operations team.
- Collect and process credit card payments for programs.
- Collect and process all E-transfer payments into the Alayacare database.
- Collect and process all outstanding payments and provide reports to Directors.
- Monitor organization general email account (info@westnh.org) and forward to appropriate staff.
- In conjunction with the Director of Operations, oversee contracts, capital projects, leases, insurance, and purchases for the organization.
- As part of the administration team, assist other Managers and Directors as required.
- Support with monitoring changes to legal and regulatory requirements within operations portfolio

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

A United Way Member Agency

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- Participate in staff meetings, House committees, events, and other activities.
- Support the work of other Office Administrators when they are not available.
- Contribute to organization-wide activities, joint initiatives, or events through active participation.
- Other duties as required.

Qualifications:

- Excellent knowledge of the business administration, accounts receivable and payable functions, as acquired through certification from a community college or through equivalent education and training.
- Minimum of 3 years administrative experience, preferable in a not-for-profit organization.
- Working knowledge of Sparkrock 365 and Alayacare or willingness to learn.
- Ability to handle multiple demands and work in a fast-paced environment.
- Excellent interpersonal skills including teamwork, excellent communication skills, and an ability to work respectfully with diverse people.
- Exceptional analytical skills combined with knowledge of IT and general business operations.
- Meticulous attention to detail and ability to organize work well.
- Demonstrated experience of and initiative for troubleshooting.
- Ability to travel between locations.
- Ability to display a high degree of tact and judgment.
- Proven ability to appropriately deal with confidential and sensitive information.
- Demonstrated customer service skills.
- Strong technical competency using Office 365 Software, including SharePoint, Microsoft, and the use of meeting technologies such as Teams and Zoom.
- Self-starter, demonstrated ability to effectively manage multiple tasks with solid planning skills, attention to detail, and use of good judgement.

Status: Permanent Full Time (Non-Bargaining Unit Position)
Start Date: ASAP
Hours: 35 per week
Rate: \$28.69 (4 weeks vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor: Director, Operations
Posting Date: July 28, 2023
Closing Date: August 11, 2023

To apply, please send us a resume and a cover letter by 5:00 pm on the closing date to:

Hiring Committee
 248 Ossington Ave.
 Toronto, ON
 M6J 3A2
jobs@westnh.org

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