

# Job Description

## Office Manager

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Office Manager is responsible organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Office Manager reports to the Senior Administrative Officer and is responsible for providing office management services to the First Nations Office. This includes maintaining office services and efficiency, supervising office staff and maintaining office records.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

### 1. Maintain office services

#### Main Activities:

- Design and implement office policies
- Establish standards and procedures
- Organize office operations and procedures
- Supervise office staff
- Monitor and record long distance phone calls
- Prepare time sheets
- Control correspondences
- Review and approve supply requisitions
- Liaise with other agencies, organizations and groups
- Update organizational memberships
- Maintain office equipment

### 2. Supervise office staff

#### Main Activities:

- Assign and monitor clerical and secretarial functions
- Recruit and select office staff
- Orient and train employees
- Provide on the job and other training opportunities
- Supervise staff
- Evaluate staff performance
- Coaching and disciplining staff

3. Maintain office records

Main Activities:

- Design filing systems
- Ensure filing systems are maintained and up to date
- Define procedures for record retention
- Ensure protection and security of files and records
- Ensure effective transfer of files and records
- Transfer and dispose records according to retention schedules and policies
- Ensure personnel files are up to date and secure

4. Maintain office efficiency

Main Activities:

- Plan and implement office systems, layout and equipment procurement
- Maintain and replenish inventory
- Check stock to determine inventory levels
- Anticipate needed supplies
- Verify receipt of supply

5. Perform other related duties as required

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- ✓ knowledge of office administration
- ✓ knowledge of human resource management and supervision
- ✓ ability to maintain a high level of accuracy in preparing and entering information

### **Skills**

The incumbent must demonstrate the following skills:

- ✓ excellent interpersonal skills
- ✓ team building skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal and listening communications skills
- ✓ attention to detail and high level of accuracy
- ✓ very effective organizational skills
- ✓ effective written communications skills
- ✓ computer skills including the spreadsheet and wordprocessing programs, and e-mail at a highly proficient level
- ✓ stress management skills
- ✓ time management skills

### **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the Finance and Administration Officer. The incumbent must also demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate sound work ethics

The incumbent would normally attain the required knowledge and skills through completion of office procedures coursework combined with related financial and administrative experience. Equivalencies will be considered.

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Office Manager will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Office Manager will also have to do some lifting of supplies and materials from time to time.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering financial information which requires attention to detail and high levels of accuracy.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

## CERTIFICATION

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|---|--|
| <hr/>   | <hr/>  |
| Employee Signature  | Supervisor's Title   |
| <hr/>   | <hr/>  |
| Printed Name                      Date  | Supervisor's Signature              Date   |
| I certify that I have read and understand the responsibilities assigned to this position.                                 | I certify that this job description is an accurate description of the responsibilities assigned to the position. |
| <hr/>   | <hr/>  |
| Senior Administrative Officer   | Date   |
| I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure. |  |

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.