

# Office Manager

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## Title

Office Manager

## Reports To

Operations Manager

## Summary

The Office Manager will oversee and implement administrative procedures and operations, maintain office systems, establish work priorities and coordinate the acquisition of administrative services such as office space, supplies and security services. This position requires Health Canada security clearance.

## Core Competencies

- Communication
- Supply Management
- Tracking Budget Expenses
- Managing Processes
- Delegating tasks
- Staffing
- Supervising
- Developing Standards
- Promoting Process Improvement
- Inventory Control
- Reporting

## Job Duties

- Maintain office services by organizing office operations and procedures including preparing operating budgets, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, assigning and monitoring clerical functions
- Providing historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records
- Maintaining office efficiency by planning and implementing office systems, layouts and equipment procurement
- Establishing work priorities; delegating work to office support staff and in ensuring deadlines are met and procedures followed
- Designing and implementing office policies by establishing standards and procedures

- Measuring results against standards and making necessary adjustments
- Completing operational requirements by scheduling and assigning employees
- Following up on work results
- Keeping management informed by reviewing and analyzing special reports, summarizing information and identifying trends.
- Orienting and training office staff
- Maintaining office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results
- Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions
- Contributes to team effort by accomplishing related results as needed

## Requirements

- High degree of professionalism and integrity
- Ability to maintain a high level of confidentiality and use sound judgment
- Ability to prioritize work, multi-task and adapt to changing priorities
- Excellent verbal and written communications skills
- Ability to work well in a team environment, as part of the management team or independently as required
- Strong work ethic and a desire to succeed
- Strong organization skills
- Proven ability to provide exceptional customer service
- Demonstrated ability to generate trust and confidence with stakeholders internally and externally
- Ability to motivate and effectively coach others

## Qualifications

- A Degree in Business or Diploma in Business Administration or related
- A minimum of 5+ year of experience in Business Administration with progressive responsibilities

## Work Conditions

- Limited Strength requirements; 0-5 kg (0-11 lbs)
- Sitting
- Indoors
- Overtime as required