

## JOB DESCRIPTION

<b>Title</b>	ADMINISTRATION COORDINATOR
<b>Reports To</b>	Executive Director

### Job Purpose

The Administration Coordinator reports to the Executive Director and assists with all financial matters. They will ensure effective, efficient and accurate administrative operations. They will identify inefficiencies with processes and can recommend improvements. The Administration Coordinator will have strong communication skills and provide a wide variety of support services throughout the organization. They will support the Executive Director in administering a not-for-profit charity and stay true to the mission and values of the organization.

The Administration Coordinator is an in office, front line customer service position. They can work in an active team environment with frequent interruptions. The Administration Coordinator will possess superior organizational and time management skills and be able to prioritize a busy workload while efficiently completing deliverables. They will be a motivated self-starter who maintains accuracy and attention to detail. The Administration Coordinator will demonstrate accountability for assigned duties and tasks.

### Key Responsibilities

Key responsibilities include, but are not limited to the following:

General Office Administration including filing, organization, mail, banking, ordering supplies, prepare, format, and edit a range of documents, ensure common spaces and office are professionally maintained, ongoing development of processes, policies and procedures, respond to general inquiries, complaints and concerns while maintaining positive customer service.

Payroll management for approximately 10 employees

#### Bookkeeping/Financial/Registration

- Perform bookkeeping duties, general accounting and clerical support
- Daily accounting responsibilities:
  - Accounts receivable, Accounts payable, bank reconciliations, petty cash, payment tracking, daily sales reconciliation
  - Monitoring cash flow
  - Donation tracking
- Assist ED in preparing the annual budget
- Assist ED in preparing the annual audit
- Track, organise, and store, financial information/monthly reports
- Prepare financial statements for ED Board reports
- Manage participant enrolment, invoicing and database, family communication
- Assist with special event registration/tracking, reporting, reconciliations

#### Social Media and website

- Monitor and maintain social media accounts; Facebook and Instagram
- Daily and weekly posts and monitor social media analytics
- Monitor and update website as needed
- Create posts and advertisements using Canva or desktop publishing for website
- Assist ED in event promotions, marketing and advertising

#### Customer Service

- Monitor emails, respond to all inquiries in person, website, phone, emails
- Communicate with families, participants, staff and volunteers
- Manage all information within databases
- Weekly online newsletters and donor recognition

#### Staff Support

- Manage and route phone calls/email appropriately
- Liaison with other employees/management as needed to organise day-to-day activities
- Assist with scheduling and data base as needed
- Assist with IT and payroll challenges as needed
- attend meetings and send out reminders as needed, document minutes and distribute

### Core Competencies

- Effective and efficient communication skills via verbal, and written methods in English.
- Excellent time management and ability to prioritize a heavy workload while efficiently completing deliverables according to set timelines.
- Exercises considerable judgement, discretion and confidentiality
- Works well independently with minimal direct supervision
- Capable of self-motivation, initiative and resourcefulness.
- Demonstrates the ability to multi-task while remaining detail-oriented and organized.
- Pays exceptional attention to detail, cleanliness and organization

### Key Qualifications

- Minimum 3-5 years' experience in an administrative support/bookkeeping/accounting
- Business Administration diploma or other relevant fields is considered an asset.
- Knowledge of various bookkeeping software such as Quickbooks Online.
- Proficiency with Microsoft Office Suite (Word, Excel, PPT, Teams) Google Docs, Canva
- Payroll experience
- Data base management experience
- Knowledge and experience with social media for business is an asset.
- Website development/management experience is an asset

### Working Conditions

- The standard workweek for this position is 35-40 hours per week
- The standard business hours for this position are 8:30 to 4:30 Monday to Friday
- Hours worked outside of the standard work schedule will be required on occasions
- This position is in office
- Extended periods of time sitting/utilizing screens/phones required.
- Ability to work remotely during inclement weather days