

Position Overview

Reporting to the Senior Operations Manager, the Office Coordinator supports the Senior Operations Manager in the day-to-day operations of administrative and office support for the FMB.

Responsibilities may include coordinating and communicating office activities, health regulations, facility support, general office services support and general troubleshooting. The Office Coordinator acts as a back up to the Senior Operations Manager.

Accountabilities

Leadership

- Builds strong relationships with colleagues across all Business Lines;
- Anticipates role related administrative issues and assesses risks, bringing proactive solutions which will eliminate or mitigate such risks to the Senior Operations Managers attention;
- Maximizes team performance and productivity by mentoring and supporting Administrative Assistants through individual evaluations and monitoring of personal and professional development plans;
- Oversees third party contractors and suppliers to ensure delivery of professional and applicable business line services;
- Promotes and maintains a workplace culture that encourages ethical practices, individual integrity, and social responsibility;
- Supports the Senior Operations Manager in providing direction and assistance on administrative support, office services, health and safety administration, and facility management matters;
- Provides strong, effective, and highly visible leadership, ensuring all administrative staff are motivated to contribute fully to the realization of FMB's vision, mission, and objectives;
- Conducts role related internal training on policies, processes, procedures, and operational support services.

Administrative

- Supports the management of office operations under the direction of the Senior Operations Manager;
- Drafts, prepares or reviews specific FMB documents, prioritizing workflow, and level of importance;
- Supports coordination of meetings, including room setup/tear down, catering requirements, prepares and distributes agendas, minutes, and packages, including support for Board of Directors, when requested;
- Collaborates with all business lines to ensure provision of consistent documents and processes;
- Supports the onboarding process of all new employees;
- Recommends improvements to increase efficiency to Senior Operations Manager;
- Supports or delegates the procurement and monitoring of inventory of office supplies;
- May be asked to assist in the coordination of workshops, trade shows, special projects, and events;
- Provides back up coordination of travel requests including flights, hotel bookings and car rentals;

- May be asked to cover reception, couriers, telephones, and general business line administrative support from time to time;

Facility/Property Management

- Supports the coordination of individual office assignments and moves including desks, phones, and other assets;
- Assists with security for office spaces including keys, codes, and parking;
- Ensures office facilities follow applicable safety standards, regulations, codes, and laws and communicates the organizations safety policies.
- Coordinates with HR and IT department on all office equipment and space when directed;
- Supports managing relationships with vendors, service providers, and landlord, ensuring that all items are invoiced and paid on time.

The Office Coordinator performs other duties as assigned.

Qualifications

- Post-secondary education in business administration or equivalent;
- May possess an office administration diploma or equivalent;
- Must have a minimum of 3 years' experience:
 - Working in an administrative position, at a supervisor level;
 - Leading a team preferably with remote or satellite operations;
 - Working as an office or facility manager, preferably with multi-site operations;
- Experience working with and/or contracting external vendors and consultants required;
- Valid first aid certificate an asset;
- Must have advanced level experience using Microsoft Office Suite;
- Experience working with information and data management systems a strong asset;
- Experience working with Indigenous Governments, organizations, and communities an asset;
- Must have an understanding, awareness and appreciation of Indigenous culture and history;
- Willing to participate in ongoing education and training for the role including Indigenous studies;
- Exceptional interpersonal skills, including outstanding oral and written communication capabilities in English, French language is considered an asset.

Equivalent or relevant education and/or experience may be considered.

Competencies

Leadership

- Lives the FMB's core values and leads by consistent example; daily actions are consistent with espoused values and demonstrates expectations. Helps others understand the organization's vision and values and keeps them at the forefront of organizational decision making and action;
- Works well with a wide range of individuals to provide, support, coaching, encouragement, and direction. Engages others to accomplish organizational goals and strategies.

Communication

- Communicates clearly and effectively, using conventions proper to the situation to promote engagement and increase understanding.; demonstrates openness and honesty; listens well during meetings and feedback sessions; asks questions to ensure understanding.

Relationship Building/Interpersonal

- Works effectively and co-operatively with all business lines and stakeholders to foster on-going mutual respect and trust;

- Comfortably collaborate in a variety of situations with diverse individuals.

Initiative

- Analyzes and interprets the strategic direction of FMB, has a clear and firm understanding of the vision, mission, values, and objectives, uses that information to develop responsibilities, tasks, goals, and initiatives that align with long term plans and growth.
- Stays focused and balances changing or competing priorities and responsibilities, identifying the need for unique or modified approaches to achieving results and developing solutions to problems.

Interpersonal

- Consistently displays professionalism and confidence; creates a positive first impression as an individual and as a representative of FMB.

Working Conditions

- This position is based in Ottawa, ON;
- Requires occasional national travel.