JOB DESCRIPTION

| **Title** | ADMINISTRATOR | | |
| --- | --- | --- | --- |
| **Reports To** | [INSERT TITLE] | | |
| **Type** | FULL TIME, PERMANENT | **Date** |  |

**Job Purpose**

The Office Administrator is responsible and accountable for the smooth operation of the [Organization Name] office. Specifically, the Office Administrator is responsible for welcoming visitors, coordinating meetings and appointments, and various administrative projects.

This position requires excellent time management, organizational, communication, problem-solving, computer, and interpersonal skills. The incumbent also needs to be able to work in a fast-paced environment.

**Duties and Responsibilities**

**Sales**

* Answer phones, provide service to clients, and quote over the phone as needed.
* Assist walk-in clients.
* Update sales scripts at the direction of the sales manager.

**Operations**

* Responsible for permits, and other administrative requirements.
* Set up workstations.
* Order office supplies.
* Manage company email account/s.
* Coordinate with internal and external teams, etc.
* Schedule vendors (cleaners, garbage pickup, building maintenance, etc.)
* Manage incoming mail and sign for parcels.
* Post job ads when needed and ensure that job ads, job descriptions, blank letters of offer, etc., are updated as needed.
* Maintain and update a vendor's list of 3rd party service providers.

**Marketing**

* Ensure all lead sources are active
* Reply to online reviews.
* Report any website errors or outages to the Marketing Manager.
* Assist with generating Lead Sources (senior centres, self-storage facilities, etc).

**Human Resources**

* Conduct one on one training; coordinate meetings with new employees.
* Ensure training completion for all roles.
* Assist managers with updating files.
* Organize office events and parties.
* Train employees on office systems.
* Maintain all digital and manual filing systems.
* Take minutes at meetings as required.
* Administer company health care plan.
* Assist in wage performance reviews, including assisting with feedback.

**Accounting**

* Perform job costing reports.
* Handle the storage of client management information; set up accounts, invoicing, collections, auctions, etc.
* Manage accounts receivable.
* Handle payroll and commission reports.
* Manage petty cash.

Additional related duties as required.

**Key Qualifications**

* High school diploma, General Education Degree, or equivalent required.
* Post secondary completion of an office administration course preferred.
* Two to three years of experience in an office setting is preferred.
* Specific industry experience is preferred.
* Expertise with Microsoft Office applications and phone systems required.

**Core Competencies**

* Multitasking and time management abilities, as well as the capacity to prioritize tasks.
* Excellent written and verbal communication abilities.
* Excellent interpersonal abilities and ability to relate to a variety of stakeholders at different levels in the organization.
* Ability to adjust to changing events in a calm and professional way.

**Working Conditions**

* This position is set in an office environment.
* The standard workweek for this position is [insert #] hours. The standard business hours for this position is [insert core hours]. Overtime and hours worked outside of the standard work schedule may be required.
* Extended periods of sitting and work on a computer monitor.
* COVID-19 precautions in place for employees.