JOB DESCRIPTION

| **Title** | ADMINISTRATOR SUPERVISOR | | |
| --- | --- | --- | --- |
| **Reports To:** | [Insert Name/Title Here] | | |

**Job Purpose**

The primary role of the administrator supervisor is to manage and support the administrative department/staff at [Insert Organization Name].

This role entails providing oversight and organizational support to the daily operations of administrative employees and acting as a point of contact between the administrative team members and management.

**Duties and Responsibilities**

Overall Responsibilities include but are not limited to:

* Plan, organize, direct, and evaluate the operations of a department, providing a single administrative service or several administrative services
* Schedule and arrange for administrative staff as needed
* Onboard and train new administrative staff
* Coordinate administrative employee activities and manage daily workflow
* Establish work priorities for administrative staff and ensure timely completion
* Ensure appropriate record keeping, including responsibility for any sensitive or confidential documentation
  + Ensure the destruction of confidential materials once their retention period has expired
* Allocate and provide any resources or tools required for administrative staff activities
* Prepare reports and briefs for management committees evaluating administrative services
* Make any necessary recommendations to improve administrative service operations
* Troubleshoot and provide administrative staff with support for any client or staff concerns
* Respond to any inquiries or escalating client concerns as needed
* Manage the administrative staff by providing ongoing feedback, training, supervision, and guidance
* Complete steps from the disciplinary process as required
* Be a source of support for those in the administrative department
* Collaborate with management to ensure that daily operations are organized and assigned to administrative staff as necessary
* Provide and document performance feedback for administrative staff
* Additional related duties as assigned

**Qualifications**

* High School Diploma or General Education Diploma required
* Post-Secondary education in a field related to administration preferred, although experience will be accepted in lieu
* Proven, previous experience working in a clerical setting
* Proven, previous experience working in a supervisory capacity
* Capacity to use and instruct others on using computer network systems
* Proficiency in Office software, including Microsoft Word, Excel, and Outlook as well as bookkeeping software
* Previous experience in using word processing software
* Previous bookkeeping experience an asset

**Core Competencies**

* Effective and efficient communication skills via verbal and written methods
* Process improvement and problem solving skills to resolve or escalate client or staff concerns as needed
* Possess exceptional active listening skills
* Strong leadership skills and the ability to work in a team environment
* Customer service orientation and negotiation skills
* Excellent time management skills and ability to change focus as required
* High degree of accuracy and attention to detail
* Ability to multitask while overseeing multiple staff and priorities

**Working Conditions**

* The standard workweek for this position is [insert #] hours. The standard business hours for this position are [insert core hours]
* Overtime and hours worked outside of the standard work schedule may be required
* This position is remote/hybrid/onsite
* Extended periods of sitting may be required
* Constant interaction with staff, clients, and public
* Constant exposure to screen-held devices, whether laptops or desktops, etc.