



OFFICE MANAGER

Permanent Full-Time

August 2021

Role Description

Reporting to the Vice President of Finance and Operations, the **Office Manager** acts as the go-to person for all ALS Canada employees, ensuring key resources are available to support the Society's work. Working in conjunction with ALS Canada's Executive Assistant, they will oversee all office operations and partner with outside vendors and service providers to create an exceptional employee experience.

The ideal candidate is looking for a dynamic environment, they are highly organized, a creative problem solver and flexible with an appreciation for great customer service for internal and external stakeholders. They possess a 'can do' attitude, are good at juggling competing priorities and understand they have a critical role in the organization to ensure smooth and efficient office operations as they relate to the greater organizational goal.

Work Environment

Though ALS Canada is currently working remotely, this is a hybrid role and will involve in-person work. As appropriate given recommendations by relevant health authorities, the Office Manager role will be stationed in-office as required to support the needs of our CEO and Senior Management Team.

What You Will Do:

Office Management

- Own and execute on all areas related to office management, including equipment ordering, building security, and general office appearance and function
- Provide exceptional customer service to internal customers, providing information and support related to our facilities and resources
- Greet office visitors in-person and by telephone and monitor shared inboxes fielding inquiries and escalating issues as required
- Procure and track all office equipment and supplies, optimizing processes to ensure a smooth and consistent supply
- Act as primary contact to supply vendors and building management. Coordinate all key, security card, and maintenance requests as required

Waterstone
CANADA'S
MOST 
ADMIRED
CORPORATE
CULTURES
2020

OFFICE MANAGER

Permanent Full-Time

- Manage shipping and receiving of materials within office and remote locations
- Execute all logistics related to virtual meetings and onsite events, including meeting coordination, planning, catering, venue, technology requirements
- Support the ideation and execution of all employee appreciation initiatives, including team-building events and employee recognition efforts
- Assist with physical set up and tear down of in-person events as required
- Coordinate all branded supplies and stationery
- Administer and code all invoices relating to facilities management
- Manage staffing changes and emerging needs related to phones, directories, and processes
- Manage and update internal and external-facing staff lists and directories
- Manage and track documentation of staff access and passwords; maintenance and records management

IT

- Act as relationship holder with third-party IT management vendor
- Attend monthly cadence meetings with the Director of Managed Services and Service Desk Manager
- Attend quarterly vCIO meetings
- Support staff with IT troubleshooting by opening and monitoring support tickets
- Support staff onboarding process with allocation of hardware and appropriate software licenses
- Manage the hardware inventory and deployment of equipment
- Provide training, draft, and maintain User Guides
- Schedule onsite and virtual sessions with dedicated technician
- Review processes and make process improvement recommendations

Cell Phones

- Partner with Financial Controller and Prime Communications Canada to manage the organization's cell phone contracts and distribution
- Attend meetings with partners to educate us on available processes to streamline cell phone management, assignment, and return for the office
- Review materials and draft recommendations for corporate policies
- Act as backup for the setup of new cell phone accounts
- Setup and track assigned devices, coordinating delivery and return
- Other duties as assigned

What we are looking for:

- A minimum of 2-4 years' experience in an office operations role, ideally in a non-profit or start-up environment
- Demonstrated experience managing third-party vendor relationships and accounts
- Highly motivated and self-starting with an ability to problem solve independently
- Strong computer skills with proficiency in Microsoft suite (SharePoint, Word, Outlook, Excel) and remote tools (e.g. Teams, Zoom)
- High level of professionalism with strong interpersonal, organizational, communication and written skills

OFFICE MANAGER

Permanent Full-Time

- Acute attention to detail and accurate documentation, records management, and reporting
- Solid numeracy skills with experience managing and submitting expense claims, reports
- Proven ability to build positive relationships across the organization partnering with internal and external stakeholders
- Ability to prioritize conflicting needs, handling matters proactively and following through on deliverables
- High degree of discretion with an ability to manage and protect confidential information and documents
- Inherent demonstration of ALS Canada core values: accountability, collaboration, compassion, integrity, resiliency, respect
- Successful completion of a criminal background check.

Preferred

- French/English Bilingualism is an asset

Apply Today!

Submit a cover letter and resume in pdf format jobs@als.ca. Please be sure to indicate the job title in the email subject. Applications will be reviewed on an ongoing basis until the position is filled.

ALS Canada would like to thank all applicants for their interest; however only those selected for an interview will be contacted.

Why join ALS Canada?

A charitable organization that lives its values of accountability, collaboration, compassion, integrity, resiliency and respect, ALS Canada works with the ALS community to improve the lives of people affected by amyotrophic lateral sclerosis through support, advocacy and investment in research for a future without ALS. Fully funded by donors, we were fortunate to benefit from the generosity of Canadians during the Ice Bucket Challenge of 2014, and are now focused on implementing our 2018 to 2023 strategic plan in support of the following long-term impacts: people affected by ALS receive the best possible standard of care; more treatments are available to improve quality of life and extend lifespan; and people are empowered to make informed decisions about ALS.

Our world is challenging. The people we serve are dealing with a devastating illness. But in the midst of it, their resiliency and spirit is remarkable and moving. You will be touched by the community and will find a way to naturally and effectively engage.



OFFICE MANAGER

Permanent Full-Time

ALS Canada is committed to accommodating the individual needs of job candidates, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ALS Canada is committed to accommodating applicants with disabilities within our recruitment processes. Please contact the HR department at jobs@als.ca if you require an accommodation during the recruitment process.

ALS Canada is committed to being an equitable employer, we strongly encourage people from equity seeking groups to apply.