

JOB DESCRIPTION

JOB TITLE	Office Administrator, Operations
MINISTRY/DEPARTMENT	Operations and Administration
REPORTS TO	Administrative Manager, Operations
JOB FAMILY	Nation Support
CLASSIFICATION LEVEL	Level 1
DATE CLASSIFIED	February 2025

POSITION SUMMARY

The Office Administrator, Operations provides administrative support to the Operations department. This position serves as part of the Front Desk Administration team and is one of the initial points of contact for citizens, visitors, staff, and board members. With excellent customer service skills, the Office Administrator, Operations provides a warm welcome and a positive first impression. Following clear procedures, the Office Administrator, Operations coordinates the exchange of information throughout MNBC through various forms of communication including phone, email, and internal messaging. Operating under direct supervision, they ensure the office runs smoothly by maintaining office security, and upholding policy and procedures while being committed to our Métis cultural values. They participate in the coordination of processes and systems and perform administrative and technical work to ensure the day-to-day success of the Operations Department. This position plays a crucial role in ensuring a high level of customer service and operational efficiency.

LOCATION

- Provincial Head Office – Surrey, BC.

DUTIES & RESPONSIBILITIES

Front Desk Responsibilities

Customer Service & Visitor Interaction

- Welcomes and assists visitors, answers and redirects phone inquiries, takes messages when needed, and responds to routine questions about MNBC's programs and services. Provides clear and accurate information based on established guidelines, demonstrating deep knowledge and a commitment to exceptional service to both callers and visitors, redirecting complex questions to appropriate personnel.
- Provides an elevated level of professional and friendly interaction working with all Métis Nation British Columbia (MNBC) Ministries and Departments.
- Maintains a tidy, organized, and inviting reception area to reflect the professionalism of MNBC and contributes to a positive first impression.

Communication Management

- Keeps a comprehensive call log, accurately documenting all calls, messages, and related information. Ensure timely and accurate follow-up and record-keeping.
- Coordinates and processes outgoing mail, courier shipments, and deliveries, ensuring timely and accurate processing of all items.

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Office Security & Access Control

- Maintains office security by following established protocols, monitoring access to the premises, providing visitor passes, maintaining access logs, and ensuring that only authorized individuals enter the office, alerting appropriate staff of emergency situations.

Administrative Responsibilities

Administrative Support

- Performs general administrative tasks, such as filing, photocopying, scanning, and organizing documents.
- Assists in the development and preparation of technical documents and presentations as needed.
- Participates in the onboarding of new employees to MNBC providing assistance as required. Foster a welcoming and supportive environment for new hires
- Ensures that all office opening and closing procedures are conducted day to day in accordance with standard operating procedures.
- Creates, distributes, and maintains calendars, signage and other forms of written communication requested by Operations management, and ensures all information is accurate and up to date.
- Provides administrative assistance in monitoring and tracking departmental budgets, ensuring expenses align with allocated funds, and provide regular updates.
- Assembles binders, manuals, and other resource materials for meetings and projects.
- Takes initiative to prepare and organize materials required to support department operations and projects.

Inventory Management

- Monitors office supply levels and place monthly orders to maintain necessary inventory.
- Maintains inventory logs, reports stock levels, and assists with replenishment orders as needed.
- Oversees the procurement of the Corporate Coffee Program.

Facilities & Equipment Coordination

- Acts as the primary point of contact between regional offices and Facility Services for regional facilities related matters.
- Coordinates with the Facilities team to schedule and follow up on repairs, maintenance and servicing of office equipment.
- Responds to staff requests, related to workspace needs or equipment issues in a timely and proactive manner.

Emergency Notifications

- Notifies the appropriate staff members in the event of emergency situations, ensuring quick and effective communication.

Mail Management & Coordination

- Coordinates with MNBC Ministries and Departments to support their mailouts by following the standard mailout procedure.
- Organizes incoming mail by logging it into the mail log and ensuring efficient pickup by coordinating with the relevant Ministries and Departments (May require lifting and sorting up to 35lbs).

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Other Administrative Duties

- Assists with various administrative projects as required.
- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

Supervision Given

- None.

QUALIFICATIONS

- Diploma in Office Administration, Business, or related field from a recognized, post-secondary institution.
- Minimum of two years of experience working in a large office environment in a reception or administrative support capacity.
- A combination of relevant experience, education, and training will be considered.
- Must exhibit professional customer service skills and effectively communicate in person, electronically and via phone.
- Proven ability to proofread documents for formatting grammatical and spelling errors.
- Demonstrated strong use of judgment and discretion when handling confidential information.
- Knowledge of general office systems and procedures, including electronic filing systems, office equipment, multi-line switchboard, photocopiers, etc.
- Intermediate skills in Office 365
- Proven ability to utilize adapt and embrace modern technologies.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.
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MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.