



<b>FORM: Office Manager</b>		<b>SECTION: Human Resources</b>
		<b>CHAPTER: Recruitment &amp; Selection</b>
Corresponding Policy: Job Descriptions	Policy #: 3.375	Approval Date: May/05

## Office Manager

**Job Title:** Office Manager  
**Reports to:** Executive Director

### Job Summary

To ensure that the management and implementation of the organizational policies and procedures required for the fulfillment of the goals, objectives and mission of Kawartha Child Care Services are met. Responsible for the maintenance of corporate files. To exhibit a professional attitude and behaviour. To provide administration support to the Executive Director and all programs as required. To run an efficient, well organized, friendly office.

### Job Duties

1. Corporate
  - Responsible for the maintenance of corporate files and all necessary incorporation paperwork.
  - Follow all organizational policies and procedures of Kawartha Child Care Services.
  - Be aware of the strategic plan, mission statement and guiding principles of Kawartha Child Care Services.
  - Support the development and implementation of the Kawartha Child Care Services Marketing Plan.
  
2. Operational
  - Maintain all forms, policies, procedures, etc. and ensure prompt distribution of such material.
  - Maintain sufficient copies of forms, etc. for staff to access.
  - Establish and maintain a filing system that is user friendly.
  - Provide word processing, courier, copying, co-ordinating, etc. as required by the Executive Director.
  - Assist other staff with special projects.
  - Book any necessary appointments, meeting rooms, conference registrations, etc. as needed.
  - Draft and type memos, notices, e-mails, and general correspondence.
  - Review other staff members' correspondence to ensure compliance with organizational policies.
  - Maintain all office records, files and databases to ensure up to date information is available and proper records are maintained.
  - Prepare information packages for Board meetings, committees, parents, and volunteers.
  - Attend Board meetings to take minutes then prepare and distribute them.
  - Attend other meetings as required.
  - Provide assistance and make recommendations to the Executive Director in the interest of efficiently conducting the administration of the office on a day-to-day basis.
  - Attend workshops and training as required by the Executive Director as considered necessary to improve job skills and continue to be abreast of new techniques and procedures.
  - Be able to identify potential problems and seek quick, effective solutions.
  - Co-ordinate special projects, research information and writing proposals.
  - Assist with events such as Annual General Meeting, United Way campaign, marketing, etc.
  - Follow behaviour guidance policies as established by Kawartha Child Care Services.



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- Report all incidents of suspected child maltreatment.
- Other duties as assigned.

3. Human Resources

- Maintain regular attendance, punctuality and submit accurate time sheets every two weeks.
- Plan and carry out annual staff development.
- Supervise staff under special projects.
- Complete performance appraisals.

4. Communications

- Report to the Executive Director monthly.
- Ensure all correspondence is prepared and distributed professionally on approved letterhead or memo form and has been proofread by a staff person at the administration office.
- Use only forms approved by the organization.
- Participate in staff meetings.
- Use positive communication.
- Read and use the communications book.
- Read meeting minutes from committee, board and staff meetings.
- Maintain confidentiality of all information related to the children, families and staff.

5. Financial

- Follow the financial policies as they apply to this position
- Ensure approval of all purchases.

6. Health and Safety

- Ensure that the Worker responsibilities under the OHAS Act are adhered to at all times
- Comply with WHMIS legislation at all times.
- Maintain current first aid and CPR.

**Qualifications**

Education

- Business Administration diploma or equivalent.

Experience

- Minimum of two years office experience.

**Requirements**

- Ability to work flexible hours in order to attend meetings.

**Competencies**

- Excellent organizational skills
- Proven ability to work with people in a professional, respectful manner.
- Ability to work co-operatively with others in a team environment.
- Ability to accommodate competing demands.
- Good oral and written communication skills
- Ability to maintain confidentiality of all information related to children, parents, co-workers, and staff.
- Ability to deal with non-routine situations.
- Working knowledge of Microsoft programs – Word, Access, Excel and the Internet as well as some knowledge of graphics programs.



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- Knowledge of the Day Nurseries Act, The Human Rights Code, Occupational Health and Safety Act, Canada's Food Guide, Employment Standards Act, Health Act, the Child and Family Services Act and the ability to meet the specifications of these Acts the local fire and health departments and the ability to meet the specifications of these Acts and any other regulations that apply to this position.

**Job Classification**

- Other Professional



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### **Performance Expectations Form**

Position: Office Manager

Reports to: Executive Director

#### **Duties**

1. Prepare and maintain all corporate files and Board packages monthly.
2. Maintain, develop and distribute policies and procedures monthly.
3. Provide word processing, copying, co-ordinating as required by the Executive Director daily.
4. Answer the telephone and direct the call to the appropriate person or take a message.
5. Assist staff with proof reading, formatting, etc of correspondence daily.
6. Provide assistance and make recommendations to the Executive Director on a daily basis.
7. Meet with the Executive Director weekly.
8. Maintain all office records, files and databases monthly.
9. Complete health and safety checklist monthly and attend health & safety meetings quarterly.
10. Inform insurance company of serious occurrences and additional coverage as required.
11. Attend workshops and training as considered necessary to improve job skills and continue to be abreast of new techniques and procedures.
12. Assist all programs with support daily.