Posted: Monday May 26th, 2025

JOB POSTING

Manager of Administrative Systems

Castlegar Community Services invites applications to fill the permanent, part-time position (.64 FTE) of Manager of Administrative Systems (MAS).

Summary of the Duties and Responsibilities of the Position: The MAS will play a key leadership role in supporting the effective functioning of our rural, social services, non-profit organization. This position is responsible for overseeing administrative operations, supporting systems management, and providing executive operational supports. The MAS will provide essential support to staff and Management while helping to maintain organizational stability and operational efficiency.

Details of the Position:
1. This permanent, part-time position is set at 22.5 hours/week. Time worked during the day is flexible however must always be on a Monday-Friday, and over the lunch hour 12-1pm.
2. This position is a management position and is Excluded from the Bargaining Unit
3. Salary range for this position is $40,950 to $46,800 per annum (or $35 - $40 per hour), and is commensurate with education and experience.
4. Full duties, responsibilities, education, training and experience required, and specific job skills and abilities for this position are laid out in the attached job description.
5. The position is eligible for the agency's full benefit package, including Extended Health Benefits and Municipal Pension Plan.
6. **The intention is that this position will increase in hours over three years until it becomes a full-time position. <u>The job description below describes a full-time position.</u>**

Start Date: **On or about Monday, June 30th, 2025**

Closing Date for Applications: **Monday June 9th, 2025 at 4:30 p.m.**

Application Process: Send a cover letter detailing your interest in the position and resume by the closing date and time noted above to info@cdcss.ca. Please put *Manager of Administrative Systems Application* in the subject line.

<JOB DESCRIPTION FOLLOWS>

Position Title: Administrative Systems Manager (MAS)

Effective Date: May 2025

Classification: Excluded

Reports to: Executive Director

Job Summary: The MAS will play a key leadership role in supporting the effective functioning of our rural, social services, non-profit organization. This position is responsible for overseeing administrative operations, supporting systems management, and providing executive operational supports. The MAS will provide essential support to staff and Management while helping to maintain organizational stability and operational efficiency.

Key Duties and Responsibilities:

A. Administrative Operations

1. Lead and coordinate day-to-day administrative functions to support community social services delivery, including office management, scheduling, and filing systems.
2. Develop and maintain internal administrative processes to enhance efficiency and responsiveness.
3. Provide high-level administrative support to the Executive Director, Managers and program leads.
4. Support the maintenance of accurate Human Resource records and ensure adherence to organizational policies, including training and performance documentation.
5. Supervise Front Desk Administrator and other administrative support staff.

B. Systems Development and IT Support

1. Assist in developing, maintaining and enhancing client record management system, and digital tools used for service delivery, reporting and human resources, and management systems.
2. Maintain and enhance agency's collaboration and document management platform, while working to bring all agency's documentation over to a digital and cloud-based system.
3. Provide technical support to staff and act as liaison with external IT providers for troubleshooting, maintenance, and upgrades.
4. Ensure data protection, privacy, and compliance with relevant legislation such as the Privacy Act and community service standards and funders.
5. Maintain an up-to-date inventory of all tech equipment, ensuring devices are properly tracked, stored, and in good working condition. Replacing equipment when needed.
6. Provide support in grant/contract lifecycle management through development and improvement of documentation process.
7. Creating and maintaining a technology plan, including inventory, insurance and security details.
8. Develop, implement and maintain onboarding process for staff, volunteers and Board.

C. Executive Operational Support/General Operational Support

1. Provide operational support as requested, such as but not limited to:
   a. Providing oversight and day-to-day supervision of community service programs, ensuring they are delivered effectively and in alignment with the organization's mission. This includes

supporting program staff, monitoring service delivery, and contributing to program planning and evaluation.

b. Assistance with coordinating all agency communications.
c. Support in launching new brand and logo through development of consistent materials.
d. Assistance with contract administration.
e. Assistance with providing human resource support to staff.
f. Provide executive backup in Executive Director absence.
g. Provide assistance with recruitment and hiring process.
h. Provide some programs with back-up support in absence of program coordinators.
i. Support with compliance, reporting and risk management; supporting compliance with funding body requirements, service agreements and relevant community service sector standards.
j. Support risk assessment and management and development of emergency response planning.
k. Assist with maintaining registrations, licensing, and other documentation required for effective continued operation.
l. Assistance with policy and procedure development and maintaining a current, effective policy manual for the agency.
m. Other duties an assigned.

QUALIFICATIONS:

Education, Experience, and Training:

Have a minimum of an Undergraduate Degree in fields such as human services, health care, community development, or business administration OR a combination of the equivalent education and experience, plus a minimum of 3 years' experience working in the non-profit or charitable sector. Previous management experience in a non-profit setting is an asset.

Job Skills and Abilities:

1. Proficient use of personal computer, relevant and diverse software programs (incl. time and accrual systems/SharePoint/Microsoft Office).
2. Proven ability to organize and manage multiple streams and quantities of work at one time and to work well under pressure when required.
3. Perform duties with independence, professionalism, strictest confidentiality, and in a time-sensitive manner.
4. Strong ability to communicate effectively orally and in writing; ability to respond effectively to others' inquiries.
5. Proven ability to work independently and collaboratively and effectively with counterparts, management, stakeholders and leadership of an organization.
6. Ability to provide effective support and supervision to personnel of an organization.
7. Lead by example with strong interpersonal and conflict-resolution skills.
8. Has contributed to development of a positive and inclusive work culture.
9. Alignment of operational goals with organizational mission and strategic objectives.
10. Uses data and feedback to improve services and outcomes.