

JOB DESCRIPTION

Position Title : ADMINISTRATIVE SERVICES MANAGER **Position #A101-24**
Dept/Branch : Administration Office
Reports to: Chief Executive Officer
Position Supervises: Office Assistant I, Office Assistant II

I. POSITION SUMMARY

Reporting to the Chief Executive Officer (the “CEO”), the Administrative Services Manager is responsible for providing confidential administrative support to the CEO, the Board and its Committees, and the Leadership Team, and for overseeing the smooth operation of administrative services at the Headquarters location.

As a member of the Leadership Team, the incumbent participates in overall library management and policy formation, attends Library Board meetings, and provides the administrative specialist point of view.

II. ACCOUNTABILITIES

1. Administrative Support to Board of Directors

As Recording Secretary to the Library Board and Leadership Team, liaises with Board Members and Committees, co-ordinates meeting dates, prepares and distributes agendas and meeting packages, and takes and distributes minutes, including recording action items and confidential information. s.

Solicits Board appointments from constituent units when vacancies occur.

Organizes logistics for Board functions including facilities and equipment, catering, and any other support required.

2. Administrative Support to Chief Executive Officer

Provides day-to-day administrative support for the CEO including monitoring and proactive management of the CEO’s calendar. Acts as the first point of contact for the CEO’s office and responds to inquiries by assessing, categorizing, and prioritizing the query. Explains policies and procedures, initiates service requests and refers inquiries as necessary. Prepares internal and external correspondence and ensures information forwarded to the CEO is accurate and complete.

Coordinates travel; assists with reconciling expenses and submitting required reports.

Assists with or leads the coordination of special projects, special events, and functions as directed by the CEO.

3. Office Management

Manages administrative services at Headquarters, and co-ordinates clerical services to the Leadership Team as required.

Ensures that all incoming correspondence is reviewed, prioritized, and distributed to the appropriate resource; ensures that deliveries are appropriately recorded and distributed
Manages ORL grant reporting and grant reporting deadlines

Supervises administrative staff including hiring, training, developing, and managing the performance in accordance with Collective Agreements.

Provides full administrative support to members of the Leadership Team. Gathers data and statistics for reports; distributes reports appropriately.

Maintains accurate records of Leadership meetings, staff committee meetings, and provides administrative support. Maintains confidentiality of meetings and documents.

Provides orientation and training for Leadership Team members as new administrative tools and procedures are introduced. Provides orientation, training, and assistance to other staff involved with administrative support.

Purchases equipment or other items required for the successful operation of administrative services. Signs purchase orders and invoices as required.

4. **Records Management**

Devises and implements records management policies and systems to ensure data is accurately stored and disposed of, and accessible to authorized people according to financial, legal, and administrative requirements.

Handles enquiries and requests for information.

Responsible for Administration, Financial, and Board document management.

5. Performs other related duties as required.

III. LEADERSHIP TEAM

As a member of the Leadership Team, attends meetings and participates in the general management of the library system. Advises the team with respect to administrative support matters.

IV. WORKING ENVIRONMENT

Extensive time sitting at desk working on a computer in an office environment. Occasional travel to branches and meeting sites as required. High degree of contact with Board members and senior staff.

V. JOB SPECIFICATION

1. Education

University Degree in relevant field of study or equivalent experience
Office Administration Certificate or equivalent

2. Related Experience

Minimum of five years’ relevant administrative experience, including Administrative Assistant level working with senior executive management and one year of supervisory experience, or equivalent combination of training and experience. Experience providing administrative support to a Board of Directors.

3. Other Requirements

- Considerable knowledge of rules, regulations, and policies governing library operations and business office practices and procedures.
- Familiarity with Board governance, protocol and procedures (including Robert’s Rules).
- General knowledge of relevant privacy legislation.
- Knowledge of administering union contracts.
- Ability to establish and maintain effective working relationships with Library Board members, staff, and the public.
- Ability to act with tact and discretion.
- Ability to prepare correspondence; record minutes, motions, resolutions and decisions accurately and in accordance with intent.
- Advanced proficiency in Microsoft Office applications; demonstrated proficiency in other relevant software applications including document management systems, databases and web-based applications.
- Excellent organization and time management skills and superior attention to detail.
- Thorough knowledge of business English and an ability to communicate effectively, both orally and in writing.
- Ability to organize the work of a small department.

Drafted by:

Colleen Hardie, Director of Human Resources:

Signature

Date

Approved by:

Danielle Hubbard, Chief Executive Officer:

Signature

Date

INPUT PROVIDED BY:

Name	Position	Location
Leah Samson	Administrative Services Manager	Headquarters