



# Mount Pleasant Neighbourhood House

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## Internal / External Posting *Office Manager*

### Mount Pleasant Neighbourhood Houses

Posted: Nov 15, 2021, Closes: December 1, 2021

#### Job Summary

If making a difference in people's life every day and working with caring and passionate people is very important to you, Mount Pleasant Neighbourhood House (MPNH) is seeking an energetic, compassionate, and detail-orientated individual to join our team as our **Office Manager**. MPNH is a charitable non-profit that operates a full-service neighbourhood house. **We connect people and empower them to create the change they want to see in their lives and communities.**

The right person for this position is organized, friendly, quick on their feet and able to manage time and priorities. They will work well with staff, volunteers, and community member from various backgrounds. The position will oversee the front reception and most of the house's day to day logistics, occasionally the Office Manager will need to provide relief for front desk/reception duties. The Office Manager reports directly to Director of Core Programs and Operation and indirectly to the Executive Director. This position manages 2 to 3 staff and a few volunteers.

#### Key Duties & Responsibilities

##### Front Office and Reception Management

- Maintain the efficient, friendly, and welcoming atmosphere of our reception area
- Manage and sometime operate the main switchboard to answer and forward telephone calls
- Greet and provides information and referrals to walk-in visitors
- Responsible for the front desk and waiting area
- Responsible for the process for incoming and outgoing mail/faxes and check general voicemail box
- Schedule front desk staff and volunteers
- Orient, train and supervise other office support staff and general volunteers for front desk duties

##### Human Resources Management

- Organize, create, and maintain HR Files
- Track and report on Time & Attendance
- Provides information to office support staff regarding HR policies and procedures and general employment standards.

- Responsible for training new employees on ADP including Time and Attendance, and manual input (non-ADP) hours for some casual staff/part-time
- Provide information to MPNH staff on Benefits Program and Pension Plan
- Learn to be the go-to expert on HR procedures (non-payroll)

#### **Office Administration**

- Plan, co-ordinate and oversee all office services, such as ordering office supplies and equipment
- Assure a proper inventory of everyday office supplies is kept
- Complete the monthly stationery supply recovery and provide to DO for approval
- Manage Front Desk Safe/Cash box – ensure float is maintained.

#### **Board and Executive Support**

- Assist Executive Director with administration support
- When requested draft correspondence, agenda and minutes, compile reports, proposals and informational packages
- Support donor stewardship
- Help organize Board of Director's Meetings and AGM

#### **Donor & Accounting Support**

- Provide support and backup to the administration assistants in the areas of receivables and payables functions
- Provide Point of Sale support and training
- Oversee the Donor information and data base management
- Oversee the Membership information and data base management
- Manage the Xerox document center
- Assist with the overhead recoveries
- Control Daily Cash-out Procedures

#### **Other Program Coordination Support**

- Organize and administer the Community Services Lunch on Fridays
- Organized and administer the annual MPNH Free Tax Clinic
  - Hire & Train Volunteers to Prepare Tax Returns
  - Set-up and Maintain Participant Schedules
  - Provide reports on the number of participants and other clinic data
  - Coordinate with CRA for Support
- Responsible for the Child Care (ECE Wage Enhancement) Subsidy for Daycare and Preschool and Child Care Operating Grant
- Manage House rentals and kitchen usage



## Qualifications

- Experience working as an Office Manager/Administrator or Executive Assistant
- Two years of related office experience; experience in a charitable non-profit organization is a asset
- Completion of high school. Prefer post-secondary or technical courses in office administration
- Proficient in Microsoft Office, Internet applications and comfortable with a range of technologies and applications
- Excellent verbal and written communication skills in English
- Experience in HR administration (non-payroll)
- Team and customer oriented; demonstrated interpersonal skills
- Must be willing to have fun and enjoy our busy house
- Must be physically fit to lift, set up and take down heavy objects up to 20 pounds
- Knowledgeable and experienced working with MS Office Apps (Outlook, Word, Excel)

**Terms:** Regular full time 35 hours/week.

**Salary:** \$24.55 / hour (Band 9A of ANHBC's salary grid) plus benefits package including pension upon eligibility.

**Please submit cover letter, resume to [HR@mpnh.org](mailto:HR@mpnh.org) with *Office Manager* in the subject line. No phone calls please.**

**Mount Pleasant Neighbourhood House is a member of the Association of Neighbourhood Houses of BC (ANHBC), which is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Our total compensation and benefits package reflects our commitment to our staff and their family.**

**For more information about Mount Pleasant Neighbourhood House visit [www.mpnh.org](http://www.mpnh.org) and ANHBC visit [www.anhbc.org](http://www.anhbc.org)**

**We thank and acknowledge all applicants and will only be contacting those selected for interviews.**

**ANHBC Member Houses:**

**Alex NH, Cedar Cottage NH, Frog Hollow NH, Gordon NH, Kitsilano NH,  
Mount Pleasant NH, South Vancouver NH and Sasamat Outdoor Cent**