



**Position Title:** Office Manager and Assistant to General Manager, External Relations

**Position Status:** Full-Time Temporary (This position to last not later than January 10, 2025)

**Department:** External Relations

**Employee Group:** Exempt

**Location:** 4515 Central Boulevard, Burnaby

**Our External Relations Department is seeking an Office Manager External Relations who will support the General Manager on delivering Board Strategic priorities and manage a team of admin professionals that assist a dynamic department of 80 staff.**

**You are: a self-motivated professional, with business administrative experience. You are a collaborative problem-solver with strong communication and interpersonal skills who is able to work in a fast-paced and dynamic environment.**

**The Office Manager External Relations reports to the General Manager, External Relations and falls within our Corporate Support, Level 3B job family.**

**This role:**

- Provides administrative support to the General Manager, of a department or function including preparing reports, agendas, presentations, minutes, correspondence and other related material. Uses independent judgment to coordinate scheduling and travel needs and determines appropriate times, spacing and priority of calendar items when conflicts arise.
- Screens and directs requests for information; composes, edits and formats correspondence; decides appropriate routing for information or enquiries; tracks incoming and outgoing correspondence; coordinates flow of documents requiring a response; and follows up on outstanding items as required. Plans, organizes and prioritizes own work and manages a variety of processes and sequences of tasks.
- Liaises with Board Directors, Metro Vancouver managers and staff, elected municipal representatives, provincial and federal government staff, and outside organizations on a variety of matters including scheduling appointments, collecting and compiling material, and responding to enquires for information.
- Manages the administrative support function for a department. Promotes efficient and effective administrative processes in accordance with corporate standards and responds to changing needs.

- Accountable for the administrative support budget and monitors and controls spending ensuring the effective and efficient expenditure of allocated funds. Works closely with the department's senior management team on the development of the annual departmental budget and contributes to planning processes.
- Works on a variety of assignments and projects that may include coordinating multiple political or advisory committee agenda processes; managing complex data management systems; handling highly confidential matters on behalf of senior management; implementing system and business process changes; coordinating meetings/workshops; and preparing reports and supporting documentation such as speaking notes or presentations.
- Provides recommendations on, or depending on the complexity and scale of the initiative or project, implements a range of administrative projects or departmental initiatives with administrative implications. Supports department staff in ensuring policies and procedures are followed and approved. Develops, implements and evaluates office operations and revises procedures to increase efficiency and or respond to changing needs.
- Exercises judgment to devise solutions where standard methods and practices are not options. Supports the implementation of corporate policies and processes including liaising with other departments and external agencies as required. Responsible for tracking and following up on various matters related to requests and projects such as deadlines and deliverables.
- Manages space planning and allocation requirements. Revises floor plans and coordinates the purchase and installation of furniture and equipment as required. Responsible for IT requests, petty cash, the BMO Purchase Card program, cell phone coordination and the records management activities of the department.
- Hires, supervises, directs and develops direct reports, monitoring performance towards department and corporate objectives.
- Ensures staff adhere to corporate workplace conduct policies and resolves issues staff encounter while performing their duties. Encourages teamwork and provides constructive feedback. Monitors staff work-loads and assists in resolving conflicts and complaints that require corrective measures and discipline.
- Performs other related duties as required.

**To be successful, you have:**

- 5-10 years of recent, related experience supplemented by high school graduation and completion of a two year diploma in a relevant field such as business administration; or an equivalent combination of training and experience.
- Excellent knowledge of complex office administration management practices, procedures and standard protocols. Sound ability to address non-routine administrative requirements and provide practical solutions. Excellent skills and abilities related to calendar management, document and presentation preparation; ability to coach and guide others on best practices for the same.
- Considerable knowledge of Metro Vancouver's functions, structure, objectives and policies.
- Ability to work under broad direction and achieve goals and objectives. Demonstrated ability to organize and prioritize work, meet deadlines, adapt to frequently changing priorities and deliver high quality work under considerable time constraints. Ability to use judgment to devise solutions when standard methods and practices are not appropriate. Demonstrates persistence in overcoming obstacles.
- Excellent verbal and written communication skills, including listening and persuasion skills. Superior business writing skills including an adept ability to proof-read and edit documents and draft non-routine correspondence on behalf of senior management.

- Excellent interpersonal skills and ability to build and maintain effective and respectful working relationships under circumstances that may be sensitive and challenging. Sound ability to respond effectively to emotional triggers in self and others.
- Demonstrated ability to exercise tact, diplomacy, confidentiality and discretion for sensitive departmental and corporate matters. Sound ability to guide others on the same.
- Sound ability to implement new or changed procedures. Demonstrated ability to use judgment to plan processes, devise solutions and determine the most effective method for achieving objectives. Skilled at contributing with constructive ideas, information and experiences. Demonstrated ability to organize and prioritize tasks to meet multiple time based deliverables requiring a high level of detail and accuracy.
- Ability to effectively supervise, coach and guide direct reports. Demonstrated ability to effectively deal with disagreements, prevent the escalation of conflict and provide constructive and motivating feedback to staff. Ability to interpret and consistently apply corporate policies and collective agreements.
- Proficiency using Microsoft Office programs, including Word, Excel, Outlook, PowerPoint, and SharePoint. Technically savvy and able to understand, navigate and adapt to new computer programs.
- Valid B.C Class 5 Driver's License.

#### **Our Vision:**

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, 2SLGBTQI+, all genders and persons with disabilities. Accommodations will be provided upon request during the selection process.

*Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by September 12, 2023.*