



Position Title: Office Manager

Position Status: Full-Time Regular

Department: Project Delivery

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Corporate Support, Level C3B (\$88,728.04 - \$104,408.18 annually) (2024 wage rates)

Our Project Delivery Department is seeking an Office Manager who will manage all of the administrative functions for the department and provide support to several major project teams, facilitate document management, supervise union employees, provide support to the leadership team, collaborate with various internal departments to ensure that policies and procedures are followed by departmental internal and external staff.

You are a motivated, engaged employee with strong leadership skills and considerable knowledge of office administration practices, procedures and standard protocols. You have proven administrative skills including the ability to manage complex calendar(s) and scheduling requirements and reviewing and editing various documents. You have the ability to exercise tact and diplomacy, use sound judgment and maintain confidentiality, and you possess excellent computer skills and communication skills, both verbal and written. You are highly organized and an extremely detail-oriented individual, capable of taking broad direction and converting them into meaningful results, and a skilled multi-tasker that can work well under pressure in a fast-paced engineering and/or major infrastructure project delivery environment.

The Office Manager reports to the General Manager, Project Delivery.

This role:

- 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 judgement 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 judgement 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 judgement 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.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancouver.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancouver.org/about-us/careers> to our Careers page where you can submit your application by January 20, 2026.