

POSITION DESCRIPTION

Job Title: Office Supervisor

Reports to: Director of Services

Approved: July 2024, March 2024

Primary Function:

Under the direction of the Director of Services, the Office Supervisor oversees, directs, and evaluates the work of the Administrative Assistants. The Office Supervisor ensures the smooth running of Wesway's office operations by organizing, coordinating and maintaining the office operations and associated services, supplies and supports. The Office Supervisor functions in accordance with Wesway's policies and procedures, applicable Ministry guidelines and legislation.

Roles and Responsibilities:

- Develop and implement efficient office procedures to streamline workflow and optimize productivity. Address and resolve operational issues as they arise
- Ensure and coordinate complete general administrative support for all non-unionized staff
- Create and generate reports as required
- Research and prepare information and/or presentations for project specific tasks
- Support the development and maintenance of Wesway's databases, which includes system design, report development, modifications, and other office systems
- Provide internal orientation and training support
- Ensure effective coverage for reception, phone lines, mail, etc. with a focus on good customer service. Provide general support to visitors
- Develop and maintain appropriate administrative support systems (e.g. ensure that current information is available in all appropriate places, coordinate service-related billing, mail-outs, training manuals, information booklets, copying, filing, etc.)
- Ensure all administrative duties such as photocopying, typing, filing, compiling, binding, scanning, uploading, archiving etc. are completed to standard
- Provide assistance with booking staff travel and accommodations
- Provide team coverage support for Administrative Assistants and other positions as required

Supervision:

- Interview, select, orientate, train, supervise, and discipline up to and including termination (in consultation with Human Resources) of staff in compliance with Wesway's policies and procedures and applicable legislation
- Supervise, train, and evaluate administrative staff to ensure a high level of performance
- Evaluate the performance of assigned staff and conduct timely performance appraisals
- Ascertain training needs for staff and service areas and ensure that training opportunities are provided as required and available
- Work with Human Resources to establish employee return to work programs, performance improvement plans, etc.
- Complete or ensure the completion of Accident Investigation and Incident Report Forms, review the findings, make recommendations for follow-up and action of all injuries and incidents
- Identify risks and ensure that staff develop safety plans as required
- Document service activity, human resources follow up, family and statistical data

Property, Facilities, Equipment, Supplies, and Information Technology (IT) Management:

- Maintain office efficiency by planning and implementing office and security systems, layouts, and office procurement
- Ensure the effective operation of the IT systems, networks, and equipment
- In conjunction with the agency computer services support provider, provides in-house troubleshooting and network support and ensure security of information by completing data base backups and appropriate storage
- Provide software orientation, onboarding, and training to staff as required
- Liaise and manage vendors, contractors and/or suppliers, including but not limited to: cleaners, maintenance personnel, IT, office security company, etc.
- Maintains agency licensing for applicable software
- Maintain inventory and control office supplies (e.g. paper, coffee, tea), anticipate office needs; evaluate new office products
- Ensure effective operation of office equipment, order maintenance when necessary. Troubleshoot malfunctions of office equipment. Maintain equipment inventory

Other

- Assist in the onboarding process of new hires
- Actively pursue relevant training opportunities related to professional learning needs
- Work occasional irregular hours as necessary

- Other duties as assigned

Qualifications

- Diploma in Office or Business Administration and a minimum of five years administrative experience in an office environment (or an equivalent combination of education and experience)
- Proven leadership and supervisory experience
- Advanced computer skills with demonstrated proficiency in a Microsoft Office environment (Publisher, PowerPoint, Excel, etc.) and database management
- Proven record of successful experience in a team-oriented work setting
- Excellent interpersonal and communication skills
- Ability to use tact, judgement and discretion when dealing with confidential matters
- Excellent organizational skills and self-motivation
- Ability to manage multiple tasks within tight timelines
- Comprehensive knowledge of office practices, procedures, and equipment
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it