**Job Description:**

**Administrative Coordinator 2 - Office Manager/Executive Assistant**

**Division Summary**

The North Shore Division of Family Practice is a local non-profit society that is part of a province-wide initiative designed to improve patient care, increase family physician influence on health care delivery and design, and enhance professional satisfaction for physicians. The North Shore Division has over 250 physician members and is led by a Board of Directors.

**Role Summary**

Reporting to the Executive Director, the Administrative Coordinator 2 - Office Manager/Executive Assistant plays a vital role in the Division’s daily operations by providing administrative support to the Board of Directors and Executive Director, and managing the office by supervising administrative staff and maintaining efficient administrative procedures to support the organization.

**Primary Duties and Responsibilities**

**Executive Assistant:**

* Functions as an executive assistant to the Board of Directors and the Executive Director (ED), with access to confidential and sensitive information.
* Provides logistical support to executive committees by scheduling meetings, coordinating venues and meals, preparing agendas, taking minutes, and following up on relevant action items.
* Composes correspondence, reports, briefing notes, PowerPoint presentations and related documents for the executive committees, the Board, and ED.
* Coordinates production of Annual Report and contributes to the preparation of the audit.
* Organizes and coordinates logistics for the Annual General Meeting.
* Prepares and submits filings under the BC Societies Act.

**Office Management:**

* Supports the Executive Director (ED) with management of the office and administration of the Division.
* Recruits and supervises the Division’s administration staff by guiding their day-day work, ensuring tasks are completed and in compliance with the Division’s policies and procedures.
* Monitors administration budgets, prepares monthly variance reports, and contributes to the annual budget.
* Supports financial management by processing contracts (FTA’s), invoices, expense sheets, and documents for approval and filing.
* Communicates with accounting department regarding payroll and administers the employee health benefits program.
* Recruits administrative staff and assists with recruitment of other staff by posting positions, screening, participating in interviews, checking references, and preparing employment contracts.
* Ensures communications with members and public is supported through multiple avenues, including email, correspondence, website, and advertising. Provides oversight to Division website.
* Coordinates vendor services, orders and maintains office furniture, IT, equipment, and supplies.
* Creates and maintains efficient electronic and physical filing systems, and maintains Division, board, committee, staff and contractor contact lists.
* Develops staff skills through coaching; addresses performance management issues and takes remedial action as necessary.
* Performs general office duties as required.

**Qualifications**

* High school graduation plus related business administration courses. Relevant certificate or degree preferred.
* Minimum 5 years office administration experience and one year of supervisory experience, preferably in a health care or non-profit setting.

**Skills and Abilities**

* Excellent interpersonal and relationship building skills with proven diplomacy, customer service orientation, and ability to liaise with physicians and stakeholders in a professional and courteous manner.
* Excellent verbal, written, and organizational skills, and ability to communicate in a compelling, clear, and understandable manner.
* Ability to take initiative, perform multiple tasks, balance priorities, and meet timelines without close supervision.
* Experience developing efficient office procedures, including establishing and maintaining electronic and paper files.
* Proven experience with meeting scheduling and logistics, preparing and distributing materials, and taking accurate minutes.
* Attention to detail, accuracy, and thoroughness when maintaining, monitoring, calculating, and summarizing information, data, and records.
* Considerable judgement, tact, and discretion in handling confidential information.
* Able to work independently and as a member of the team.
* Knowledge of BC Societies Act an asset.
* High proficiency in Word, Excel, Outlook, Power Point, and Internet Explorer.
* Previous experience working with physicians an asset.

**Working Conditions:**

The full-time position requires that the Administrative Coordinator 2 be available to work Monday through Friday during regular working hours, however given operational needs, flexibility for evening hours will be required.

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