



EMPLOYMENT OPPORTUNITY

ADMINISTRATION MANAGER

RE-POST

POSITION SUMMARY

Henvey Inlet First Nation is seeking a full-time **Administration Manager** to join our Administration. The Administration Manager reports to the Director of Finance/Administration and is responsible for the overall planning, coordination and continuous development of Henvey Inlet First Nation administrative support, operations and shared services departments. The Administration Manager will directly supervise and support the administrative support staff during day-to-day operations to ensure Henvey Inlet First Nation membership and clients are served in a timely and professional manner. This position requires exceptional interpersonal communication and organization skills and a high-level of professionalism.

Henvey Inlet First Nation offers competitive wages, paid vacation and personal emergency days, an incredible pension and benefit package, on-site daycare services for working parents, fifteen paid federal, provincial and First Nations holidays, annual cultural leave, paid Christmas break, and half-day workdays every Friday.

MAIN RESPONSIBILITIES

The Administration Manager will be responsible to:

Administration

- Promote HIFN vision and values while presenting a positive and professional image of the organization at all times
- Greet all clients, guests and visitors on arrival and escort them to their meetings and appointments
- Develop and implement a process for gathering continuous feedback from clients
- Assist Human Resources with the recruitment of new administrative support staff by participating in the interview process as requested
- Supervise and support the administrative support staff during day-to-day operations through mentorship and coaching
- Ensure productivity remains a priority by delegating work tasks for administrative support staff
- Create goals and expectations for administrative support staff to facilitate their success
- Oversee work projects and evaluate administrative support staff performance
- Coordinate training activities and oversee staff development
- Encourage open employee communication by facilitating regular one-on-one meetings with subordinate administrative support staff to give and receive feedback
- Identify and monitor the organization's culture so that it supports the attainment of the HIFN goals and promotes employee satisfaction
- Work directly with Human Resources to identify, develop and implement succession and learning development programs to prepare successors with formal training, job rotation and one-on-one development coaching
- Oversee time and attendance records for the administrative support staff, including the approval and signoff of time sheets and time-off requests
- Participate in performance management and progressive discipline processes for the administrative support staff within the Administration Manager capacity
- Maintain strict workplace confidentiality at all times
- Attend and participate in training workshops, seminars, webinars and conferences as deemed essential or mandatory by HIFN
- Maintain up-to-date knowledge on current laws, policies and industry regulations, trends and practices that may affect the operations of Henvey Inlet First Nation

- Identify any concerns, inconsistencies or changes with new and current regulations and notify leadership of recommended policy and procedural updates needed to ensure HIFN compliance
- Work collaboratively with department managers to assist in the development and implementation of operational policies and procedures
- Oversee the adherence to HIFN policies and procedures, operating instructions, confidentiality standards and code of ethical conduct
- Keep the Director of Finance/Administration and leadership informed about business activities, potential threats, opportunities, and recommended actions
- Prepare and present proposals and recommendations in a clear and logical manner
- Assist with the planning and coordination of departmental workshops, programs, events, meetings and special projects
- Facilitate and oversee the completion of inter-department reporting as required to maintain corporate compliance
- Act as backup support to the administrative team by performing general office administration tasks in their absence
- Answer and direct inbound telephone/email inquiries to key personnel
- Manage inbound/outbound mail/postage and oversee the production and distribution of membership information packages and other print materials including flyers, posters and newsletters
- Assist senior management to arrange travel accommodations for leadership, staff and members in an economical and timely fashion, including hotel bookings, car rentals, flights and so on
- Attend and actively participate in all other mandatory staff and community meetings
- Update and maintain HIFN website with current information, news, and events
- Complete and submit an annual work plan on behalf of the administration team
- Coordinate catering requests, food and gift card orders/pick-ups and pick up order when requested

Operations

- Work collaboratively with the Maintenance Supervisor to coordinate office seating arrangements for new employees including the ordering of new office furniture as necessary
- Work collaboratively with IT to ensure new/existing employees have access to working phones, internet, computers and email accounts at all times
- Request IT support when technology and/or connectivity issues arise
- Improve organizational capability by assisting with the development of organizational assessment mechanisms, interpreting results and developing recommendations, interventions, and action plans
- Create and direct long- and short-term departmental goals and objectives and continually assess the department for areas of improvement
- Act as a liaison between HIFN and outside agencies and maintain a good public relations program that serves the best interests of both HIFN administration and the community
- Ensure administrative support staff are acting in accordance with set professional standards and code of conduct policies at all times
- Collaborate with other departments to align the goals of client services with other areas of the administration
- Enhance the quality of service to the membership through innovative practices and team leadership
- Investigate and resolve high-level membership needs or complaints
- Communicate with Director of Finance/Administration and leadership about client services issues, as well as successes, through informal channels, written reports, and formal presentations
- Handle interdepartmental issues with tact and diplomacy
- Represent the Administration Department at various community, staff and band council meetings as requested
- Manage and participate in various workplace committees including the wellness, health and safety, social and other committees as requested
- Evaluate and implement recommendations from a variety of committees and working groups with the approval of Chief and Council
- Assist in the management of building security by restricting building access to authorized external guests, facilitators, contractors, service providers and staff only

- Work collaboratively with the Maintenance Supervisor to coordinate the assignment of building/office keys and alarm codes for approved key personnel
- Perform weekly backups of all HIFN security camera footage
- Maintain detailed records on client services and up-to-date visitor log book
- Ensure that all employees, visitors and third-party contractors understand and adhere to all HIFN health, safety, security and other facility policies and procedures by modeling and enforcing safe workplace practices
- Work collaboratively with fire, maintenance and other departments to ensure office facilities are in compliance with safety regulations such as fire codes and accessibility requirements and report any infractions to leadership
- Assist with various workplace investigations as required
- Assist the Director of Finance/Administration and leadership in negotiating contracts and service level agreements for third party suppliers and providers
- Manage resource allocations while keeping in mind company fiscal responsibilities
- Oversee ordering of office supply inventory to ensure adequate supplies remain available at all times
- Monitor inbound shipping/receiving, distributing packages to appropriate department personnel and following-up on lost/damaged or delayed orders
- Assist with vehicle insurance and plate renewals and insurance claim submissions as requested

Finance

- Monitor and adhere to office and facilities management departmental operating budgets
- Allocate and record incoming invoices and expenses to the appropriate account/budget
- Receive and issue receipts for third-party cash and cheque payments, remitting payments to the finance department
- Assist with the review and interpretation of monthly financial statements and take appropriate corrective action in response to variances and trends
- Ensure the strict confidentiality and privacy of financial records as they relate to the organization and its clients, as well as payroll and housing financial records
- Assist finance department with collections issues by advising clients/business partners of A/R policies and procedures
- Investigate and resolve department billing discrepancies and misapplied transactions
- Make arrangements for payment of outstanding invoices, escalating late accounts to the Director of Finance/Administration for immediate attention
- Collaborate with the Director of Finance/Administration to prepare and submit departmental financial records and cost reports to authorized government agencies as required
- Communicate with internal/external sales representatives, vendors, accountants, government agencies and auditors as necessary to complete job duties
- Assist the Director of Finance/Administration with finance meeting preparation, including gathering financial records and reports and printing/copying meeting materials
- Perform other duties as assigned from time-to-time by the Director of Finance/Administration or Chief and Council

QUALIFICATIONS

- Grade 12 diploma **required**; University Degree or College Diploma in Business Administration, Finance, Accounting, or a related field *preferred*
- 3+ years of management experience with direct work experience in an office management/administration setting
- A strong understanding and ability to represent and promote First Nations' cultures, values and history
- Knowledge of Henvey Inlet First Nation history, community and practices
- Previous experience working within a First Nations organization preferred
- Demonstrated ability to manage third-party vendors, contractors, and providers
- Strong financial literacy and budgeting skills and working knowledge of internal controls, business planning and asset management procedures
- Proficiency with Simply Accounting software preferred with the ability to adapt to and learn new software when required
- High level of proficiency with Microsoft Office Suite including Word and Excel

- Excellent verbal, written and interpersonal communication skills; Demonstrated ability to effectively communicate with all levels of the organization and its leadership team
- Strong public speaking and customer service skills
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Exceptional organization and time-management skills
- High level of critical and logical thinking and exceptional problem-solving skills
- High level of attention to detail and a high degree of accuracy
- Ability to multi-task and manage competing priorities
- Ability to respond appropriately to high-pressure situations with a calm and steady demeanor
- Strong work ethic and team building skills
- Ability to work independently and cooperatively with others as a member of a multidisciplinary team
- Ability to build and maintain lasting, respectful and professional relationships with other departments, key business partners, and government agencies
- High level of personal integrity, confidentiality and accountability
- Valid Ontario Class G Driver's License with access to a reliable, insured vehicle
- Current and satisfactory Vulnerable Sector Police Check
- Current First Aid and CPR Level C an asset
- Willingness to travel for work as needed
- Willingness to work flexible hours, including on-call, evenings and weekends as needed

HOURS OF WORK

Full-Time – 35.5 hrs/week

REMUNERATION

Based on experience

START DATE

As soon as possible

APPLICATION DEADLINE

Open until filled

Those interested in applying should submit their resume and cover letter in confidence to:

Henvey Inlet First Nation – Human Resources

295 Pickerel River Rd.

Pickerel, ON P0G 1J0

Tel: (705) 857-2331

Fax: (705) 857-3021

Email: samantha.bradley@henveyinlet.com

We thank all applicants, however only those selected for an interview will be contacted.

Henvey Inlet First Nation gives preference to all qualified First Nations people in accordance with Section 24(1) (a) of the Ontario Human Rights Code.