

## Office Manager – Job Description

The Office Manager is appointed by the Board of Directors of Multiple Births Canada and reports to the Board to supervise the day to day administration and operations of the Corporation. The Office Manager shall conform to all orders given by the Board and shall at all reasonable times give to the directors all information they may require regarding the affairs of the Corporation.

### Summary of Duties

- Manages and executes the administrative functions of Multiple Births Canada
- Manages the Business Office operations:
  - Correspondence:
    - Telephone: Responds to general inquiries through the office telephone and toll-free telephone line
    - Mail: Receives and responds to routine correspondence, e-mail and requests for information. Receives and sends all office related hard surface mail. Forwards correspondence to the appropriate personnel or volunteers for attention
    - Posts social media updates: Facebook, Twitter, blog and other social networking
    - Prepares E-News electronic messaging to members and supporters
    - Assists webmaster in updating MBC website information
  - Financial:
    - Records all incoming and outgoing funds accurately; deposits funds in the bank; pays appropriate bills; ensures that financial records are maintained in Quickbooks, and assists the Director of Finance in preparation of the annual budget, quarterly, and year end reporting including tax filing and the annual Charity Return.
  - Administrative:
    - Maintains office files including financial records, Board minutes, publications, computer files, photos and other records and archives of the organization, including back up of computer files
- Edits, formats and participates in the preparation of the corporation's Annual Report, Strategic Plans Multiple Moments articles, and other reports as necessary
- Assists with the preparation of notice of members meetings and agendas. Takes and prepares minutes for Board meeting and AGM.
- Assists with implementation of identified projects and programs, works with project/program staff and volunteers in matters such as financial management, report preparation and volunteer recruitment and training, public relations, fundraising, soliciting donations and promoting MBC.
- Corresponds with Corporate Sponsors and Donors, providing tax receipts and other forms of recognition in a timely fashion
- Ensures inquiries are responded to and referred to others in a timely manner: including inquiries from Members, Affiliate Chapter organizations, media, corporations, partner organizations and the general public
- Keeps the Board of Directors informed of significant issues affecting the development and delivery of programs and services. Submits reports in advance of all Board meetings and attends all Board meetings
- Works with the Director of Finance and Board of Directors to prepare the annual charitable Information Return and ensure all regulations are followed. Adheres to the CRA's Charity regulations when undertaking fundraising activities, both regular and occasional.
- Works with Committee Chairs and national volunteers (e.g. Research and Development Committee, Making a Difference Awards Committee and National Multiple Births Awareness Day Committee, Support Networks, Chapter executives and other Board and volunteer committees).
- Completes weekly time and task sheets. Participates in regular reviews of job performance and organization management.
- Performs other administrative tasks as assigned by the Board of Directors.
- Adheres to the Bylaws, policies and procedures of the organization.

- Surrenders files, stored items and office supplies within 30 days of the end of term

## **Qualifications and Experience**

- A Business Administration/Business Management Degree/Certificate in a field that transfers to the management of an organization in the not-for-profit or charitable sector, or equivalent; would be an asset
- Minimum 2 years' experience working with a non-profit or charitable organization in an administrative position, or 5 years as President/Chair, Officer or Director
- Experience with guidelines governing federal non-profit organizations and charitable organizations
- Experience working with volunteers
- Background in a related field such as Human Resources Management or Nonprofit and Volunteer Management would be an asset.

## **Knowledge, Skills and abilities**

- Excellent organizational and time management skills; ability to assess, plan, and prioritize tasks effectively with attention to detail
- Strong writing, editing skills, digital layout and design experience;
- Strong oral communication, negotiation and delegation skills.
- Strong computer skills with an understanding of Microsoft Office software, web-based programs and social media tools
- Knowledge of mass mailing programs and QuickBooks are an asset.
- Experience working with corporate sponsors, donors advertisers, and other funding and fundraising organizations; experience in fund development and grant writing an asset
- Experience in event management, strategic planning, public relations, working with media, communications and marketing an asset

## **Working Conditions**

- Works as an independent contractor
- Work is carried out in a home office environment. Has a dedicated space for the MBC office with room for 1 file cabinet and additional storage space.
- Must be able to supply own office equipment including notebook computer, web cam, headset and printer.
- Must have a good Internet connection and be able to add a dedicated phone line for MBC.
- Must be able to answer the phone and attend online meetings with minimal interruptions for set times
- Work time is flexible, some evenings and weekends are required. There are a number of deadlines associated with this position.
- Attends board meetings, conferences, and training as required

## **Personal Attributes**

The incumbent must maintain strict confidentiality in performing their duties. . The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful, possess cultural awareness and sensitivity
- be flexible and adaptable to changing workloads;

- be decisive, have initiative, and commitment to complete tasks on schedule

