

JOB DESCRIPTION

Job Details

Job Title: Office Coordinator

Job ID: CK1417

Classification: Clerk R14

Classification Date:

Branch: Various

Unit: Various

Reporting To: Director

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Pension Corporation provides pension administration services on behalf of BC's College, Municipal, Public Service, Teachers' and WorkSafeBC pension plans. Our purpose is to make the pension experience easy for those we serve: plan members, employers and trustees

JOB SUMMARY

The office coordinator supports the director, assistant directors, staff and overall branch operations in a fast paced, high volume environment. This role is responsible for office coordination and administration functions such as scheduling/calendar management, budget and financial tasks, human resources, time and leave, records management, asset management and facilities. The office coordinator works in a confidential environment where communications can contain complex, sensitive and urgent matters.

JOB RESPONSIBILITIES

- Responsible for financial activities for the branch which includes ensuring compliance with financial administration, maintaining petty cash, Mastercard reconciliation, expense tracking, processing accounts payable, as well as creating and maintaining financial tracking and reconciliation processes, systems and files for the branch. Accountable for the corporate and trust fund signing authority documentation ensuring accurate account of records. Exercises spending authority for administrative supplies and materials.
- Participates in branch budget development by reviewing previous years' expenditures, anticipating future program and/or project needs and their impact on the administrative budget (salary, travel, training, office supplies, equipment, etc.). Recommends administrative budget requirements and expenditures. Audits expenses, updates forecasts and ensures accurate entry into financial spreadsheets.
- Collaborates with procurement services and external sources for contract development, administration and management. This may involve invoicing, tracking expenditures, reviewing invoices against contracts for accuracy and following up with vendors.
- Supervises administrative support staff including recruitment, training, assignment of work, development and evaluation of performance plans and approval of leave.
- Coordinates and determines the need for and recommends purchases of supplies, furniture, equipment and telecommunications products including personal computers and peripherals, software, Lync, and mobile devices. For the communications branch, this may also include multi-media equipment.
- Provides administrative support to the Director and Assistant Directors by applying sound judgment and exercising discretion in managing their schedules through Outlook, organizing and coordinating information flow, ensuring priority items are handled appropriately and responding to routine correspondence. Ensures the efficient and professional operation of the office responsibilities of the branch.
- Develops, implements and updates the administrative framework for the branch ensuring the full scope of administrative services are provided to management and program staff and provides guidance and problem solving on administrative issues.
- Develops or oversees the preparation of documents for internal and external audiences, including reports, spreadsheets, briefing notes and presentation materials using desktop tools including Microsoft Professional Office Suite, Adobe Professional, Dovico, Flextrack, Time and Leave, etc. Prepares regular and ad-hoc reports or spreadsheets on branch activities, statistics and/or business results and drafts replies to routine correspondence.
- Coordinates and supports the management of records and documentation for the branch in accordance with records management systems and practices.

This includes saving/storing and retrieving documents and following retention schedules.

- Coordinates office moves including gathering requirements and reviewing floor plans. Collaborates with property services staff regarding space planning, building maintenance services and accommodation requirements. Functions as the branch's systems contact to determine and arrange for user access and IDs, and performs routine systems troubleshooting.
- Functions as the branch administrative resource for human resources, pay and leave management matters, and verifying information in Time and Leave. Coordinates new employee orientation activities including onboarding and offboarding.
- Coordinates and tracks training and event registration within established HR procedures and arranges travel and accommodations for branch employees.
- Organizes and oversees meetings and events, arranging logistics such as scheduling meetings and participants, booking locations, equipment, and catering and resource contracting. Prepares agendas and presentation materials, takes minutes and follows up on outstanding action items.

EDUCATION

Degree/Diploma Obtained

Program of Study

- High school diploma or equivalent.
- Certificate or diploma in office administration is preferred.

EXPERIENCE

Years of Experience

Type of Experience

- Three years of progressively responsible administrative support experience that includes:
 - o Experience managing multiple calendars and/or scheduling;
 - o Demonstrated experience with Microsoft Office (e.g. Outlook, Word, Excel);
 - o Experience coordinating/managing financial tasks (for example, budget coordination and administration, petty cash, accounts receivable/payable, bookkeeping, expense management, travel claims, and credit card reconciliations);
- An equivalent combination of education, training and directly related experience may be considered.
- Experience supervising staff.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrates a high degree of initiative.
- Ability to manage high volumes of work in a fast paced environment and work under time constraints.
- Exceptional organizational and prioritizing skills with the ability to be flexible and juggle competing deadlines.
- High level of proficiency with MS Office – Outlook, Word, Excel and Power Point.
- Excellent verbal and written communication skills.
- Excellent interpersonal and client service skills, demonstrating professionalism, diplomacy and conflict resolution skills.
- Ability to work in a team environment and foster effective working relationships with peers, staff and external contacts.
- Demonstrates sound judgment and the ability to deal with highly sensitive and private information maintaining confidentiality and discretion at all times.

CORE COMPETENCIES

Navigating Change L1

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Suggests improvements in the way things are done in the organization.
- Adopts new ideas and ways of doing things.
- Identifies challenges related to change.
- Remains effective in the face of difficult or demanding situations.

Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

Client Orientation L2

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

Accountability L2

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

Inspiring Trust L2

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
- Demonstrates confidence in own abilities, views or decisions when challenged.
- Provides skill, knowledge and talents to resolve complex issues.
- Fosters trust by communicating consistent, reliable and accurate information.
- Builds on others' ideas to develop support.
- Helps others build confidence in themselves.
- Recognizes the contributions and successes of others.

Decision Making L1

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Makes decisions within scope of responsibility.
- Applies guidelines and procedures in making decisions.
- Gathers input / information from different sources to support decision making or further action.
- Seeks guidance when the situation is unclear.
- Applies lessons learned when making decisions.
- Supports established decisions.

Organizational Focus L1

Aligning work priorities, processes and practices to achieve the strategic direction.

- Considers the impact of own actions on others.
- Identifies obstacles to existing processes and practices.
- Supports others in the achievement of work unit priorities.