

JOB DESCRIPTION

POSITION TITLE: **Office and Benefits Administrator**

REPORTS TO: Corporate Services Manager

TEAM: Administrative

SALARY SCALE (BAND/LEVEL): **6** Level (circle one) 1 2 3 4 5

Role

The Office and Benefits Administrator will have general office management and support responsibilities for the entire organization and acts a key member of the Administration Team. The incumbent contributes to the effort to secure and maximize resources for current and new programs, services and activities and works closely with the Corporate Services Manager and the Executive Director.

Reporting Relationship

The Office and Benefits Administrator is directly accountable to the Corporate Services Manager for the carrying out of his/her duties.

POSITION REQUIREMENTS

Education

- Undergraduate degree or college diploma in a discipline relevant to office administration.

Professional Experience

- Three to five years financial management and administration experience with progressive responsibility; preferably in a health setting.
- Three to five years in financial record keeping including assistance with budget preparation, accounting, automated budgeting and accounting systems, petty cash and accounts payable and receivables.
- Experience implementing current health and safety legislation.

Key Competencies

- Excellent organizational and time management skills
- Proficiency in a computerized environment and with various software applications, (i.e., spreadsheets, word processing, database and scheduling software).
- Sound knowledge of property and facilities management
- Sound knowledge of purchasing procedures and dealing with vendors
- Strong communication, interpersonal, organizational and analytical skills
- Ability to work autonomously
- Ability to perform well under stress and to deal with multiple demands
- Ability to develop, implement and maintain administrative systems
- Confidentiality, discretion, fairness, tact and diplomacy.
- Ability to be flexible and a work in a fast-paced environment under minimal supervision.
- Must have a valid driver's license and access to a personal vehicle.

Last Reviewed: July 12th 2018

Reviewed by: Jeff Walmsley, Matt Lavallee

Previous Reviewed Dates:

Linguistic Profile (SVCHC does not have a French Language Service Designation)

- English proficiency in both oral and written is essential.
- French and/or other languages considered an asset.

Personal Suitability

- The candidate is a good fit with the interdisciplinary team and SVCHC culture.
- Sensitivity to the needs of marginalized and diverse clientele.
- Commitment to health promotion concepts, strategies, and philosophy.
- Commitment to community-based health care and social services, and strength-based philosophy and practices.

POSITION RESPONSIBILITIES**Office Administrator:**

In this capacity, the Office and Benefits Administrator is responsible for developing, implementing and maintaining the following services:

Building Maintenance:

- Ensures SVCHC has systems in place to ensure property management standards are consistent with legislation and with organization policies.
- Ensures appropriate and adequate property management for the building including: securing and monitoring of cleaning, building equipment and related items.

Information Technology:

- Updates the inventory control and asset control database.
- Assists the management team on special projects. E.g. database development
- Performs basic technical trouble shooting assistance for printer, laptop presentation and Nightingale issues.
- Updates the electronic sign as needed.
- Enroll new members into the phone system.
- Create phone system reports as requested.
- Updating the external website as needed.
- On-line Forms and surveys
 - Creates and maintains on-line forms and surveys related to organizational needs (i.e., Workplace Culture Survey, Client Satisfaction Survey, ordering supplies, purchase orders, staff development requests, orientation, payroll forms, etc.)
 - Provides training on form usage
 - Troubleshoots problems for staff in formatting and locating documents

Benefits Administrator:**Payroll:**

Working in collaboration with the Corporate Service Manager:

- Ensures accurate and timely biweekly payroll.
- Enrolling new hires in the payroll system
- Entering salary increases as required
- Maintains payroll and benefits spreadsheets.
- Collects, Reviews and Audits time sheets.

Pension and Benefits:

- Prepares monthly leave report
- Updating salaries as needed in the Pension and Benefits systems

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- Liaison between the Group Benefit/Pension providers and employees
- Enrolling & Terminating employees in the Pension and Benefits systems
- Work with employees before parental/maternal leave to discuss benefits changes or changes in benefits status at the time of leave

Human Resources:

- Staff reference for Human Resource inquiries.
- Works in collaboration with the Executive Director and Management Team to design and deliver a comprehensive employee orientation package for employees, volunteers and students
- Maintains the orientation folder and ensures that the contents are current with SVCHC's Human Resource policies, procedures and current legislative requirements.
- Provides security fobs and passcodes for employees, students, volunteers and visitors as needed
- Sets up employees for benefits and removes them at time of termination.
- Prepares and maintains all HR files for new and current employees (in compliance with the Canadian Centre for Accreditation)
- Ensures all HR files are updated on an annual basis with current licensing for professionals.
- Uses HRDownloads to ensure that employees take all the required legislated training
- Provides updates the dates of employee date of hire and notices of performance reviews due for the Management Team.

Accounting activities:

Assists the Corporate Services Manager with duties related to the accounts payable and cash management of the organization including:

- Accounts payable processing, and journal entries including credit card statements
- Preparation of bank deposits
- Prepares Accounts Receivable Invoices as required (related to ODSP, Insurance, Ontario Works, CRA and Service Canada).
- Completing the HST Rebate twice a year
- Completing the monthly EHT payment
- Maintains petty cash for SVCHC and processes requests from employees

Standard CHC Employee Responsibilities

As an employee of the SVCHC this position is responsible for the following:

Administrative

- Contributes to the Centre's activities to collect, analyze and report on data and relevant information and participate in research
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
- Submits records of time worked and time off in a timely manner
- Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
- Complies and adheres to all applicable Centre policies and procedures

Organizational Responsibilities

- Respects and values the diversity of the community and individuals

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- Supports the Centre's student and volunteer placement programs
- Contributes to the Centre's work by participating in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation.
- Contributes to the Centre's practices of hiring, orienting and training of employees
- Participates actively in team meetings
- Consults with and provides support to team members and other SVCHC employees regarding issues
- Participates in the Centre's strategic planning process
- Participates in the development of policies and procedures by providing feedback in the Centre's policy development process
- Works in a manner that incorporates health promotion and recognizes the determinants of health
- Participates in team and individual professional development opportunities.

OCCUPATIONAL HEALTH AND SAFETY

This position must also work within the scope of all legislative and Centre policies related to occupational health and safety. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health and Safety Act (Section 28)
- Must read and follow the Centre's occupational health and safety policies
- Works safely in consideration of the following job hazards: noise, workplace violence
- Uses the proper personal protective equipment (PPE) as required
- Participates in Occupational Health and Safety training as required:
 - Accessibility for Ontarians with Disabilities Act (AODA)
 - WHMIS including Globally Harmonized System of Classification
 - Workplace Violence Prevention Training
 - PHIPA – privacy legislation Training
 - Diversity and Cultural Sensitivity Training
 - CPR and First Aid
 - Other (as required)

I have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

Employee Signature

Date

Witness