



## Office Manager Panorama Hills Community Centre Northstar Residents Association Ltd.(NSRA)

The Northstar Residents Association Ltd. (NSRA), is a non-profit organization, managed by a volunteer Board of Directors and staffed by passionate employees, who act as stewards of the community, maintaining a variety of amenities and features, including the Panorama Hills Community Centre.

The NSRA Office Manager plays a critical role to the Panorama Hills Community Centre operations. They are responsible for all office administration and have several direct reports. Know what customer service means and loves working with people.

### **Responsibilities:**

- Office Management
  - Management of office operations – PHCC open 365 days per year
  - Management of client records, internal workflow and processes
  - Reports on different metrics on regular basis
- Customer Service
  - One of the first points of contact for residents
  - In person, phone calls and emails
  - Excellent attitude and team player
- Human Resources
  - Manage Supervisor and facility attendants
  - Knowledge of payroll process and procedures
- Account Receivable
  - Manage annual invoices
  - Manage Accounts receivable
  - Manage Daily deposits

### **Qualifications**

- Superior customer service skills
- Proven office management and administrative experience
- Knowledge of office management responsibilities, systems and procedures
- Knowledge of membership management software
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Knowledge of accounting, bookkeeping, data and administrative management practices and procedures
- Knowledge of human resources management practices and procedures
- Computer skills and knowledge of office software packages
- Intermediate Microsoft Office Suite skills (Word, Excel, Outlook, etc.)
- Standard First Aid with Level C CPR and AED
- A Police Security Check – Vulnerable Sector valid within the last 6 months

**Employment Term:** Full Time: 40 hours per week

**Hours:** Monday to Friday 9 am to 5 pm – some weekends and holidays

**Rate:** Competitive Salary with benefits package

If you think you have what it takes to be an energetic, creative, and engaging Manager at the Panorama Hills Community Centre, please send us your resume and cover letter. Applications can be emailed to [hr@mypanoramahills.com](mailto:hr@mypanoramahills.com). Deadline for applications is 4:00PM, on Friday, March 11, 2022.