



## **Office Manager Job Posting**

### **Our Story**

Breakthrough Autism is all about helping children with autism reach their full potential and recognizing them as the wonderful individuals that they are. A key part of our Applied Behaviour Analysis (ABA) services is making sure that families are a part of the teaching process. In fact, it's our ultimate goal to empower families with the knowledge, strategies and tools that will enable them to have more control over their children's progress and create teachable moments on their own.

### **About You**

You're someone that considers themselves a self-starter and highly productive on a daily basis. You're known for your exceptional time management and organization skills. You get excited about connecting with, coaching and leading others. You also enjoy looking at business processes from a systems-level view to refine and/or create new systems, develop key performance indicators and determine where you can create greater efficiencies.

### **About the Role**

The Office Manager directs and manages the performance of scheduling, administrative, and day cleaning staff at our Centre. The Office Manager takes responsibility in developing and maintaining efficient scheduling, administrative and cleaning procedures. The Office Manager also enjoys problem solving and rising to the occasion when presented with challenges.

Responsibilities include:

1. Demonstrating strong time and project management skills and productivity on a daily basis. This includes but is not limited to managing numerous activities and projects within the same time frame.
2. Completing full-cycle project management for Centre initiatives including scheduling, administrative and facility improvements as well as special events (planning, budgeting, scheduling, risk management)
3. Providing day-to-day management, leadership, and direct supervision to the scheduling, administrative and cleaning staff using empowerment and skill-building approaches.
4. Demonstrating the ability to work as a strong team player across all levels of the organization (e.g., front-line, management).
5. From a high-level systems view, demonstrating strong problem-solving skills by offering input, feedback, and recommendations to improve processes, quality, and operations at the Centre.
6. Developing goals / targets / key performance and quality assurance metrics for scheduling, administrative, and cleaning staff, developing and revising protocols as required for goal achievement.
7. Creating and implementing regular data reporting procedures to analyze data and measure goal achievement for scheduling, administrative, and cleaning activities.



8. Supporting the staff with effective problem-solving and resolution of administrative, scheduling, and cleaning issues. Communicating with client family members regarding any administrative and scheduling issues.
9. Coordinating and liaising with outside contractors on matters related to administrative, scheduling, operational, and maintenance activities.

### **Requirements**

- A minimum of 3 years of experience supervising administrative and other office staff within a corporate and/or business environment
- A minimum of 2 years of leadership experience creating and implementing administrative and operational protocols, quality controls, and metrics within a corporate and/or business environment
- Demonstrated ability to produce key deliverables on a daily basis
- Strong critical thinking and problem-solving skills
- Excellent computer skills including the ability to use Apple products, Google Docs, MS Office Suite
- Demonstrated program management skills
- Demonstrated outstanding attention to detail skills
- Demonstrated organization skills and implementation skills
- Able to train and model exceptional customer service standards for staff

Interested? Please send your résumé, along with a cover letter, to [careers@breakthroughautism.ca](mailto:careers@breakthroughautism.ca) referencing code "OFFMGR-WS-AUG18" in the subject line of the email. The deadline to apply is September 15, 2018.

Breakthrough Autism is committed to making the recruitment process accessible to all candidates; accommodations are available upon request. Thanks in advance to everyone who applies for this position. Please note that only applicants selected for further consideration will be contacted.