



POSITION OUTLINE

OVERVIEW	
TITLE	Office Administrator, Select Sand & Gravel (SS&G)
DEPARTMENT	Select Sand & Gravel Administration
LOCATION	Select Sand & Gravel, 3150 Stevenson Rd, Powell River, B.C., V8A 0R3
REPORTS TO	Manager & Lead Bookkeeper, Select Sand & Gravel

MANDATE

The Office Administrator is responsible for maintaining the complete flow of Select Sand & Gravel's office operations. This position will effectively manage the daily administrative and clerical duties of the office. It provides administrative support to the Manager and employees of Select Sand & Gravel and participates in assisting with bookkeeping activities for the organization.

The Office Administrator plays an important role as the central point of contact for customers, visitors, and employees for essential information or redirecting inquires to the right person.

SPECIFIC POSITION ACCOUNTABILITIES

- a. Prioritize voice messages and internal/external mail and advise Manager of matters requiring immediate attention.
- b. As needed, ensure the Manager is provided with all required information for meetings such as agendas and reports.
- c. Answers/redirects all incoming calls to the appropriate staff, Greet customers on-site and provides business customer service.
- d. Provide full administrative and clerical office support including filing, photocopying, faxing, scanning etc.
- e. Develops and maintains filing systems (electronic / manual) that directly affect the efficiencies of the SS&G office.
- f. Participates in developing, implementing and maintaining administrative systems, procedures, processes, and standards for the office, including correspondence, issues tracking and management, records management, templates and presentations.
- g. Ensures completion of authorizations and SS&G expense reimbursements and requests for payments in accordance with SS&G accounts payable procedures.
- h. Coordinates, develops, and distributes a variety of materials using Microsoft Office products, such as lists, spreadsheets and supporting budget reports.
- i. Coordinates ongoing information-sharing internally and externally.
- j. Ensures all Finance activities are in accordance with the requirements under the oversight of SS&G's Lead Bookkeeper.
- k. Provides support for scale weigh in and weigh out for customers.
- l. Performs other related duties as assigned.

GENERAL ACCOUNTABILITIES AS AN EMPLOYEE

As an employee, you are accountable for

- a. Working effectively and with full commitment to the tasks assigned
- b. Communicating your progress, challenges and successes regularly
- c. Ensuring business practices strictly operate within Policy guidelines
- d. Ensuring a culture of transparency, delivering consistently our best, continuous improvement and innovation
- e. Providing an open, safe and respectful work environment
- f. Taking personal ownership of your professional, personal growth and development

EDUCATION & TRAINING

- High School Diploma or General Education Degree (GED) required
- College Diploma (an asset)
- Relevant, recent experience in an administrative, clerical or office capacity (acquired over a period of 1-3 years)

KNOWLEDGE & EXPERIENCE

- Experience developing and maintaining administrative systems, processes and procedures
- Experience with clerical duties related to bookkeeping or accounting activities
- Experience greeting and handling customers to provide a high level of customer service
- Proficient computer skills utilizing a variety of office tools including Microsoft Office suite
- Experience in administrative writing/reporting
- High degree of attention to detail
- Data entry experience with office record systems or financial applications
- Working knowledge of general office equipment
- Experience handling sensitive and confidential information and matters in a trusted and responsible manner

COMPETENCIES

- Decision making - Uses sound judgment to make good decisions based on information gathered and analyzed.
- Problem solving - Analyzes problem by gathering and organizing all relevant information. Produces appropriate solutions with minimal supervision.
- Teamwork/collaboration - Strong interpersonal skills. Interacts with people effectively.
- Adaptability - Adapts to changing work environments, work priorities and organizational needs.
- Planning/Organizing - Proactively plans and organizes tasks and work responsibilities to achieve objectives. Sets priorities and schedules activities.
- Work standards - Sets and maintains high professional and performance standards.
- Motivation - Displays energy and enthusiasm in approaching the job.
- Initiative - Takes action to influence events. Generates ideas for improvement, takes advantage of opportunities, suggests innovations.
- Integrity - Shares complete and accurate information. Maintains confidentiality of sensitive information.
- Reliability - Takes personal responsibility for job performance.
- Communication - Strong written and oral communication skills. Organizes and delivers information appropriately. Listens actively.
- Stress tolerance - Displays emotional resilience and the ability to withstand pressure on an on-going basis. Deals with demanding situations while maintaining performance and professionalism.