

Job title: Office Manager

Last updated: Sep 9 2026

Job status: Part-time position, 24 hours per week, 9:00 – 12:00 and 1:00 – 4:00 Monday through Thursday.

Wage grid: starting at \$27/hour

Job/Position Summary:

The Office Manager is an employee of Kaslo Community Services Society (KCSS). The Office Manager is responsible for organizing and coordinating office operations and procedures to ensure effective and efficient operations for Kaslo Community Services Society. This position performs varied administrative duties and responsibilities. These include: 1. Reception/Secretarial; 2. Office Management; 3. Accounting Support; and 4. Computer and Information Technology (IT) Support.

The Office Manager works with the Co-Executive Directors to ensure the effective administration of KCSS. The Office Manager will adhere to policies developed by the KCSS Board and guidelines developed by the Executive Directors.

Key Duties & Responsibilities

1. Reception/Secretarial: greeting and assisting the public who arrive at the Society office, telephone greetings and assistance to callers, general reception area security and maintenance.
 - a. Keeps all material confidential and ensures confidentiality of all information pertaining to the agency and agency clients.
 - b. Greets clients with warmth, respect and compassion.
 - c. Answers phone and/or in-person inquiries and routes to appropriate staff member if required.
 - d. Monitors entry of visitors in main reception area;
 - e. Screens visitors and calls staff who will come to the front desk to see the visitor/client and escort back to office;
 - f. Receives, sorts and distributes incoming mail and/or communications, faxes, packages, and places in mailboxes or sets aside larger items for pick-up by staff;
 - g. Prepares outgoing mail. Logs outgoing mail.
 - h. Responds to routine queries regarding the organization and services provided.
 - i. Operates a variety of office equipment i.e. computer, printer, copier, fax.

- j. Prepares and distributes meeting agendas, minutes, reports and correspondence, .
 - k. Aware of staff schedules and client appointments.
 - l. Updates and maintains the office staff calendar and leave calendar.
 - m. Tracks staff who are working alone and notifies the appropriate Team Lead if a staff person has not returned on time.
2. Office Management:
- a. To maintain and replenish office supplies and arrange repair and maintenance of office equipment as required.
 - b. Ensures that reception area, kitchenette, meeting room and other areas are maintained in a clean and tidy manner.
 - c. Waters all plants weekly
 - d. Liaises with cleaning and yard maintenance contractors
 - e. Maintains the contents of the Membership Database (enter new memberships and renewals).
 - f. Maintains the contents of the Employee Database.
 - g. Maintains the counselling library, including regular contact with borrowers, processing new books (enter into database, card, pocket, labels), and replenishing handouts.
 - h. Prepares Annual Report layout and design from reports provided by Leadership Team.
3. Accounting Support:
- a. Prepares, checks and processes standard documents including filing and record keeping.
 - b. Assists Finance Manager by paying bills, reconciling petty cash monthly and processing payroll 1 to 2 times per year while FM is on vacation, and other delegated finance tasks.
 - c. Manage donations including entering donors and donations into database, creating receipts and thank you letters, arranging for signatures, getting personalized cards signed for larger donations, mailing, and maintaining donations receipt book.
4. Computer and Information Technology Support
- a. Connects with our IT service provider when needed to manage computers, ordering new computers and cellphones, and other tasks as needed
 - b. Maintains up to date information on website.
 - c. Manages agency online accounts for social media (Facebook, etc.).
 - d. Supports staff to use computers, software, email, website, and social media if needed or refers them to our IT service provider.
 - e. Creates and manages databases including: Donations, Membership, Library books, Employees, and others as needed.

CONFIDENTIALITY:

The Receptionist is expected to be familiar and must comply with the expectations of confidentiality as outlined in: the Employee Manual; the Agency's Operations and Finance Policy and Procedure Manuals ; B.C. Child, Family and Community Services Act and any Oaths agreed to and signed.

Supervision Received:

The Office Manager reports to the Co-Executive Director for Finance and Administration.

Supervision Given:

None

Education and work experience

- Grade 12 graduation preferred.
A minimum one-year related clerical and/or receptionist experience, or an equivalent combination of education and experience.
Excellent telephone and reception skills and an ability to keep good records.
Ability to work independently with minimum supervision.
- Bookkeeping experience preferred (training can be provided)
- Website experience preferred (training can be provided)
- Current First Aid certificate (KCS will pay for training if needed)

Skill requirements

- Exceptional computer skills and proficiency in MS365 products such as Excel, Word, Access and Outlook.
Good organizational skills.
Excellent verbal communication skills and ability to establish rapport with diverse people, including people who may be in personal crisis.
- Commitment to community building and empowering people.
- Excellent interpersonal skills and a collaborative working style.
- History of ensuring overall operations of a "well-run" office.
- Outstanding communication skills both verbal and written.
- Ability to multi-task, prioritize, and delegate in a fast-paced, diverse, community environment.
- Understands the need for high professional ethical standards, discretion, flexibility and humour.
- Assets that would be beneficial include knowledge of bookkeeping, Adobe Suite products, event planning, donor relations or additional languages.