

Job Posting

URGENTLY HIRING

POSITION TITLE: Operations Administrator

DEPARTMENT: Administration/Operations

REPORTS TO: Executive Director

PURPOSE: S.H.I.F.T. (Support and Hope for Individuals and Families Today) is a grassroots non-profit charity dedicated to providing lifesaving support to youth, adults, and families experiencing or at risk of homelessness and food insecurity. We are seeking a compassionate and organized Operations Administrator to join our team in a full-time capacity. This position will primarily provide essential operational and human resource administration support to the Executive Director and general administrative support to the Fund Development and Program leadership teams. The ideal candidate will have experience in an administrative support role, be a self-starter, and possess strong organizational and time management skills.

This position offers the opportunity to work in a hybrid home and onsite model, providing a flexible work schedule and a comfortable work environment.

Please note: This is a 1-year, FULLTIME, renewable contract, with its continuation dependent upon yearly funding sufficient for its sustainability.

LOCATION: HYBRID – work from home and onsite. Based out of 123 Victoria St. W. Alliston (S.H.I.F.T. Headquarters).

SCOPE OF POSITION: The Operations Administrator role is integral to ensuring the smooth operation of both essential operational and human resource functions within S.H.I.F.T. This role encompasses a wide range of responsibilities, from administrative support to direct involvement in HR processes. The Administrator will act as a crucial link between the administration department, program leadership, frontline staff, and external stakeholders. This position requires a high level of professionalism, confidentiality, and the ability to manage multiple tasks simultaneously. The successful candidate will be a proactive problem solver with the ability to anticipate needs and implement efficient solutions.

Key Responsibilities:

Operational Administration:

- Coordinate various calendars, take phone calls and messages, send emails, and prepare for large meetings and presentations.
 - Capture notes in meetings and manage related tasks as needed.
- Monitor office, operational and program supply inventory, and place orders as needed.
- Assist with the preparation and distribution of mail, documents, and reports.
- Coordinate schedule of frontline staff across various programs to meet operational needs and communicate scheduling issues or challenges effectively with leadership.

- Oversee the tracking of expenses, monitor expenses/receipts to ensure appropriate identification of expense accounts and fund allocation, and liaise with the ED and bookkeeper for smooth financial data entry and reporting.
 - Implement progressive strategies for effective monitoring, tracking, and reporting of funding-related expenditures and inputting appropriate allocations into internal and external reporting structures
- Assist with all paperwork for various projects and processes (e.g., programming/operations material, program and organizational (HR) policy and procedure updates and reviews, gathering and analyzing ongoing program statistics, etc.).
- Support fund development team with communication and stewardship tasks, including:
 - Receive and appropriately store physical donations for weekly processing.
 - Assist donors with receipts or process over-the-phone donations.
 - Accept monetary donations and issue temporary receipts as needed.
 - Assist and support in planning and executing fundraising events, including logistics, venue arrangements, and materials preparation, as needed.
 - Prepare year-end tax receipts to donors and issue them upon review and approval.

Human Resources Support:

- Participate in hiring, orienting, and onboarding new program staff, including:
 - Receiving and analyzing applications.
 - Screening applicants and coordinating interviews.
 - Conducting reference checks, as needed.
 - Preparing onboarding materials and coordinating orientation and onboarding activities.
 - Collecting necessary personnel and staff onboarding documents.
- Provide support in disciplining, and terminating staff with direction from the Executive Director, Program Coordinators, and HR consultants.
- Maintain the HR database and keep accurate records of employee attendance, sick time, and vacation time.
 - Calculate employee vacation entitlements and maintain vacation request records.
 - Process and/or prepare all employee paperwork for onboarding in a timely manner.
- Schedule staff in accordance with contracts and standards, verify timesheets, and enter employee time into internal reporting processes for payroll purposes.
- Arrange employee training in areas such as NVCI, First Aid, Food Safe, WHMIS, and other required training.
- Maintain a training database for all employees.

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection protection and control safety measures.

KNOWLEDGE, EDUCATION & EXPERIENCE: The ideal candidate will have:

- Completion of a two-year post-secondary program in a relevant field (e.g., HR, administration, or office management)
 - An alternative combination of education and experience may be considered



- Related experience in non-profit, fund accounting/bookkeeping, administrative/secretarial work, and human resources.
- Experience with high-level aspects of finance/payroll in a non-profit or business setting.

Skills and Abilities:

- Strong administrative skills and proficiency with computers and databases (particularly Excel, Word, and Office 365).
- Ability to comply with all organizational policies, procedures, and associated legislation.
- Commitment to acquiring new skills to stay abreast of trends in HR/Administration.
- Ability to maintain confidentiality and exercise good judgment.
- Strong organizational skills and the ability to prioritize a diverse workload.
- Good interpersonal skills, integrity, and adaptability.
- Attention to detail, problem-solving, and analytical skills.
- Self-directed with the ability to complete assignments and meet deadlines.
- Understanding of the mission of S.H.I.F.T. and its implications related to position responsibilities.
- Fluent in spoken and written English.

Preferred Skills/Capabilities:

- Knowledge of homelessness and the homeless sector is an asset.
- Valid Driver's License and clean Driver's Abstract.
- First Aid and CPR-C certificate.

BENEFITS:

- Opportunity for growth and professional development within the company.
- Use of company phone, computer, and mileage reimbursement for work related travel.
- Health spending account.
- Supportive and collaborative work environment.

SCHEDULE & WORKING CONDITIONS:

- Contract, **starting as soon as possible.**
- Flexible hours and work arrangements. Make your own schedule. May require some evening and weekend work, when necessary.
- Hybrid model; work a combination of onsite and from the comfort of your home, enjoying a flexible work schedule.
- This position will require use of a personal vehicle as primary form of transportation when conducting business; the use of company vehicles may be negotiated when available.

WAGE:

Starts \$22.00 per hour (dependent on experience and education)

HOW TO APPLY:



To apply for this flexible work-from-home position, please submit your resume, cover letter, and any relevant work samples to Jenifer.Pergentile@shiftforgood.ca. In your cover letter, please include why you are interested in this role and how your qualifications align with the job requirements.

S.H.I.F.T. is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs.