

## **Office Administration Coordinator – Montreal**

### **Impact Statement**

The Office Administration Coordinator plays a key role at the intersection of MSF Canada's activities. The first point of contact for visitors, staff, and donors, the Administration Coordinator has broad knowledge of MSF's mission and how we work. The Administration Coordinator takes pride in the presentation and care of our facilities, encouraging a welcoming and safe space for staff and guests. They enjoy working with colleagues to support travel and event coordination, ensuring the details for each experience are in place. Humanity, integrity, and results are second nature to this key team member.

### **Key Areas of Responsibility**

- Administering office systems and services, such as reception, onboarding and offboarding of staff, and event support
- Coordinating facilities management, including building maintenance and vendor management
- Active participation in the Health & Safety Committee
- Overseeing Administration volunteers and interns and the office Volunteer Program
- Support and back-up Toronto Office Admin and Procurement & Travel Coordinator role

### **Job-specific Competencies**

**Office Administration; Knowledge of office administration activities; ability to carry out ongoing office administration tasks effectively and efficiently in support of local and remote teams. Proficiency Level: 2**

- Orders, stocks, and distributes office supplies.
- Arranges meetings, schedules rooms, equipment, refreshments, catering, etc.
- Distributes internal and external correspondence to appropriate recipients.
- Coordinates travel arrangements and expense reimbursements.
- Operates and maintains standard office equipment such as copiers, faxes, phones, and video conference.
- Supervises interns and volunteers in Office Administration, delegating tasks as appropriate.
- Oversees the office Volunteer Program.
- Overseeing the timely completion of staff administrative onboarding and offboarding processes.

**Facilities Management; Knowledge of the full spectrum of facilities management activities; ability to maintain, care for and develop commercial and physical facilities. Proficiency Level: 2**

- Works with facilities-related reports and follows record-keeping requirements.
- Evaluates compliance with Occupational Safety and Health Administration guidelines and reports discrepancies.
- Identifies potential safety risks and notifies appropriate personnel.
- Monitors and maintains the physical requirements of a facility.

- Interfaces with local utilities and air conditioning, telephone and cabling contractors.

**Financial Record Keeping; Knowledge of financial record keeping processes, methods, and tools; ability to maintain accurate and thorough records of financial transactions. Proficiency Level: 1**

- Describes the purpose and value of accurate financial record keeping.
- Explains basic methods for financial record keeping.
- Identifies basic financial record keeping tools.
- Lists the reports used by the organization that depend on accurate financial records.

**Knowledge of Organization; Knowledge of the organization's vision, structure, culture, philosophy, operating principles, values, and code of ethics; ability to apply this understanding appropriately to diverse situations.**

**Proficiency Level: 2**

- Assesses local and non-profit sector examples of acceptable and unacceptable business practices.
- Specifies the roles and responsibilities of own business unit, with ability to communicate those well and train others.
- Applies organization's operating principles and practices within own business unit.
- Supports the mission, vision, and objectives of own department or unit.
- Obtains information regarding key players, key issues, and key strategies in own unit and organization wide.

## **Core Competencies**

**A Commitment to MSF's Principles; The commitment to provide medical assistance to populations in distress, observing the principles of humanitarian action and medical ethics, and the willingness to direct their interest and behaviours towards the social mission of MSF. Proficiency Level: 1**

- Respects the choices made by the organisation
- Has basic knowledge of MSF's mission and main activities
- Respects and accepts the medical ethics and principles of MSF
- Knows the difference between MSF's activities and those of other NGOs and actors

**Managing Multiple Priorities; Knowledge of effective self-management practices and ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation. Proficiency Level: 2**

- Responds to day-to-day operational priorities while still making progress on project work.
- Completes current work according to assigned priorities.
- Obtains information about how current assignments contribute to organizational goals.
- Performs at least 2-3 concurrent activities without reducing productivity.
- Recognizes changing demands and priorities; validates changes with management.

**Problem Solving; Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.**

**Proficiency Level: 2**

- Develops alternative techniques for assessing accuracy and relevance of information.
- Helps to analyze risks and benefits of alternative approaches and obtain decision on resolution.
- Identifies and documents specific problems and resolution alternatives.
- Examines a specific problem and understands the perspective of each involved stakeholder.
- Uses fact-finding techniques and diagnostic tools to identify problems.

- Independent problem-solving and escalating appropriately; supports problem-solving for volunteer/intern team.

**Service Orientation / Relationship Management; Knowledge of the techniques and the ability to establish and maintain healthy working relationships with clients, vendors, and peers. Proficiency Level: 2**

- Works with clients to address critical issues and resolve major problems.
- Alerts own team to problems in client satisfaction.
- Differentiates the roles and responsibilities in a business relationship.
- Provides prompt and effective responses to client requests and interactions.
- Monitors client satisfaction levels on a regular basis, through informal and formal channels.

**Teamwork and Collaboration / Interpersonal Relationships; Knowledge of the techniques and the ability to work with a variety of individuals and groups in a constructive and collaborative manner. Proficiency Level: 2**

- Collaborates with inter-departmental associates and management.
- Demonstrates an understanding of alternative points of view.
- Explains impact of interactions with individuals and groups.
- Identifies roles and responsibilities for self and others.
- Adapts interaction style to situations and people.

**Accuracy and Attention to Detail; Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy. Proficiency Level: 2**

- Processes limited amounts of detailed information with good accuracy.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to ensure that information goes out error-free.

**Initiative; Knowledge of the value of self-motivation and initiative; ability and willingness to seek out work and the drive to accomplish goals. Proficiency Level: 2**

- Utilizes available tools or approaches for increasing knowledge of self-motivation.
- Identifies and exploits own strengths; minimizes limitations.
- Learns and uses resources the organization has to assess and enhance team motivation.
- Provides appropriate degrees of attention to both personal and professional priorities.
- Explains how own motivation relates to the workplace.

**Cross-cultural Awareness; The capacity to acknowledge, respect and integrate cultural differences in a way that facilitates the achievement of MSF's objectives. Proficiency Level: 2**

- Thinks before they act with curiosity and sensitivity, listening and observing, not judging.
- Listens actively, asks questions, reads and systematically looks for information about the context and the people they work with.
- Identifies the shortcomings of their own cultural norms.

**Knowledge and Experience**

- Experience in a professional administrative, service-oriented, and publicly facing function
- Knowledge and comfort with desktop tools and emerging technology
- Experience with managing projects, contractors, and facilities

- Experience working across multi-disciplinary teams
- Experience with not-for-profit organizations an asset

### Education, Languages, and Certifications

- Health and Safety certification, First Aid certification and/or willingness to become certified
- Proficiency in written and oral English
- Proficiency in written and oral French

### Working Conditions

- On-site position requiring daily presence in the MSF Canada Montreal office from 9:00am to 5:00pm ET, with possibility of occasional weekend and evening hours
- Designated desk at reception, workspace shared with admin volunteers

### Job Information

**Position Level:** Individual Contributor

**Department:** Finance and Administration

**Position Status:** Temporary, 7-month contract

**Activity Rate:** 100% (37.5 hours per week)

**Reports to:** Manager, Procurement and Administration

**Location:** Montreal

**Salary Grade:** Level 11 on the MSF Canada Salary Grid \$53,100

**Status:** Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada

**Benefits:** Health Spending Account, group insurance (Life, Dependent Life, AD&D, LTD), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' Vacation/year, annual professional development budget, Employee and Family Assistance Program (EFAP), and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

### Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual experiencing vulnerable circumstances to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease

our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.