

JOB DESCRIPTION

BCGEU

1. Position No. 81853	2. Descriptive Working Title Supervisor, Business Support Services		3. Present Classification CL6
4. Department Information Management & Technology	5. Branch/Section Corporate Services	6. Work Location Telework Eligible	Date November 2021
7. Position No. of Supervisor 80223	8. Descriptive Work Title of Supervisor Manager, Business Support Services		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Manager, Business Support Services, the Supervisor, Business Support Services supervises a team of staff engaged in the delivery of business services for Home Office and satellite locations. Business services include office supplies, mail and courier services, routine facility matters, corporate reception and the home office vehicle fleet. The position also oversees provision of first-level support for office facility technology and systems for Home Office and satellite locations. He/She/They oversees procurement administration for assigned services, responds to emerging business services related issues and changing priorities, assesses the urgency and importance of various issues and conducts research to address a wide variety of issues.

11. Duties:	
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1. Supervises a team of staff engaged in performing various administrative support functions for home office facility operations, accounting, procurement, records management, inventory and storage, and other related activities. Sets priorities, allocates and monitors the work, approves and signs off documents within delegated authority and responds to issues as they arise. In conjunction with the Manager, conducts annual performance reviews with staff and participates in the recruitment of staff. Identifies performance issues, provides coaching and mentoring for staff and participates in the resolution of grievances at the first stage of the grievance process.
2. Oversees for Home Office and satellite locations the delivery of business services which include office supplies, mail and courier services, routine facility matters, corporate reception, and the Home Office vehicle fleet. Ensures regular safety inspections and maintenance of pool vehicles at the Home Office location.
3. Oversees a team engaged in providing support and first-level troubleshooting on Home Office and satellite office facility systems, including building access, security, CCTV, and facility booking systems. Provides support in ensuring systems are working effectively and supporting employee wellness and safety. Refers non-routine and complex issues to the Facilities & Insurance Coordinator for resolution.
4. Responds to emerging business services related issues and changing priorities, assesses the urgency and importance of various issues and conducts research to address a wide variety of issues. Refers non-routine and/or complex facility issues to the Facilities & Insurance Coordinator. Escalates complex matters to the Manager, Business Support Services.
5. Oversees procurement administration for the organization for office supplies, mail and courier services, and business travel services. Prepares and distributes Request For Proposals (RFPs) and other documents, monitors contractor/consultant adherence to contract provisions and performance criteria, ensures good value for money, and processes invoices. Purchases select goods and services in accordance with purchasing policies and practices. Monitors marketplace for new products that support Commission's objectives and goals on sustainability. Oversees the administration of printed materials for external use, including ordering and distribution.
6. Maintains effective working relationships with various internal and external clients, particularly with key regional staff, vendors, and suppliers. Provides advice and counsel from an administrative perspective regarding emerging issues.

7. Works closely with the Manager in the development of the annual budget for Home Office and monitors expenditures to ensure they fall within approved budget limits. Advises of extraordinary expenditures and emerging budget issues.
8. Represents Business Services on the joint Occupational Health and Safety Committee for Home Office. Ensures purchase of furniture and office equipment meet ergonomics and other established Commission guidelines. Works closely with the Home Office External Building Manager to complete annual safety drills and schedule training for designated Floor Wardens.
9. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 81853	2. Descriptive Working Title Supervisor, Business Services	3. Present Classification CL6
4. Education, Training and Experience		

Completion of a diploma in office administration or other relevant discipline.

Considerable experience in overseeing, planning and delivering office and administrative services functions.

Some experience in supervising, coaching, and mentoring a team of staff.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities		
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Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Sound knowledge of the principles and practices of office administration and delivery of administrative services

Ability to learn, understand, and apply the Commission's operations and administrative requirements

Ability to plan and manage the provision of administrative and business services to facilitate the accomplishment of business objectives

Ability to analyze and solve issues and make effective decisions

Ability to exercise mathematical aptitude with attention to detail

Ability to exercise tact, diplomacy and good judgement when interacting with internal and external stakeholders, including staff, vendors, contractors and other service providers

Ability to coordinate and supervise the activities of a team of staff

Effective facilitation, negotiation, consensus building, organizational, time management and project management skills

Effective analytical, research, conflict resolution and problem-solving skills.

Effective leadership, oral and written communication, presentation and interpersonal skills

Proficient in the use of standard computer applications, including Microsoft Office.

6. Occupational Certification		
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