

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. 80812	2. Descriptive Working Title MANAGER ADMINISTRATION		3. Present Classification EXCLUDED MGMT
4. Branch Corporate Services	5. Department LICENSING	6. Work Location Telework Eligible	Date April 2014; Revised Apr 2022
7. Position No. of Supervisor 80774	8. Descriptive Work Title of Supervisor EXECUTIVE DIRECTOR & REGISTRAR, LICENSING AND CONSUMER SERVICES		9. Classification of Supervisor EXCLUDED MGMT

POSITION SUMMARY

Reporting to the Executive Director & Registrar, Licensing and Consumer Services (LCS), the Manager Administration is responsible for managing the administration function for the branch, developing administrative strategies, policies, standards and procedures to support operations. He/She/They also manages all front desk, customer service and data processing activities, supervising a team of Customer Services Representatives.

MAJOR RESPONSIBILITIES

1. Manages the smooth and efficient operation of the administrative function for LCS. Assesses requirements and priorities, assigns work to internal staff and to external contractors as necessary, and ensures all work is performed in accordance with requirements, performance standards and deadlines.
2. Develops and implements administrative strategies, policies, standards and procedures to support LCS operations. Develops and maintains LCS policies, procedures, manuals and guides in collaboration with the management team. Conducts comprehensive reviews of branch procedures, manuals and guides, provides expertise and support to the program areas in developing new processes, training and identifies policy and procedural gaps.
3. Manages all front desk, customer service and data processing activities and supervises Customer Service Representatives. Manages collection calls and coordination of payments in the collection of Monetary Penalties for the Branch. Prepares call center performance reports by collecting, analyzing, and summarizing data and trends. Ensures data integrity, provides call recording upon request, and problem investigation and reporting.
4. Administers facilities, including liaison with landlord and contractors. Ensures office space is configured to meet needs of Branch.
5. Maintains and assists in the development of tracking and reporting pertaining to LCS performance and specific projects; gathers and analyzes data/information, and provides regular status updates to the Executive Director and management. Manages the preparation of monthly, quarterly and annual financial reports and other reports/analyses with respect to Branch performance and achievement of objectives.
6. Participates in the planning, testing, implementation, training and documentation of enhancements to information system hardware and software.
7. Develops the annual budgets for review by the Executive Director and management team and monitors and controls expenditures within approved budget limits. Coordinates meetings and information with IT, Communications and Research to determine annual revenue allocations for LCS services.

8. Oversees the procurement of goods and services from external consultants and other suppliers; monitors adherence to contract provisions and performance criteria, and ensures the Branch receives good value for money. Manage supplier payments and client refunds, taking into account quarterly and fiscal ends. Provides ongoing reconciliation of the accounts to ensure proper accounting for transactions is followed.
9. Participating as a member of the management team, brings forward issues and priorities of concern and relevance to the Branch and the Commission, and contributes to the discussion of issues impacting business or operating strategies, in particular from an administrative and business support perspective.
10. Collaborates and communicates cross-functionally and interacts effectively with senior managers and other staff; provides assistance and support to senior managers in accomplishing objectives and implementing strategic planning and change strategies; maintains risk registry and facilitates regular review of risks and opportunities for management.
11. Assist with internal communications, liaising with LCS communications staff, keeping LCS intranet pages up-to-date, reviewing LCS website needs in conjunction with Branch management regularly, looking for opportunities to promote pertinent Branch information both internally and externally.
12. Plans and coordinates conferences, meetings and other events as required, including annual branch planning activities and quarterly branch meetings.
13. Maintains a positive working relationship with other branches and external stakeholders, including representing LCS on committees as required.
14. Provides coverage for the Executive Assistant as required.
15. Provides orientation and training to all LCS staff on administrative policies and processes and provides analytical support in assessing and resolving administrative issues.
16. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.
17. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

The Manager, Administration reports to the Executive Director & Registrar, Licensing and Consumer Services.

The position supervises a team of bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in commerce or business administration or other relevant field.

Considerable experience in managing administrative and operational support activities within the public or not-for-profit sector.

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

Knowledge, Skills and Abilities**Core Competencies:**

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

Leadership Competencies:

- Alignment & Results
- Relationship Building/Management
- Team Development

Considerable knowledge and understanding of BC Housing's mandate and LCS policies, programs and operating requirements

Considerable knowledge of the philosophies, principles and practices in delivering a high level of customer service

Ability to lead, coach and motivate staff in a team setting.

Ability to work under pressure, adapt to a changing environment and work independently

Ability to assess requirements and develop new administrative approaches

Ability to manage multiple priorities and projects

Excellent problem solving, organizational and leadership skills

Excellent interpersonal and communications skills

Proficient in the use of computer applications, including advanced skill in Word, Excel, PowerPoint and Web linkages