



Title: Administration Manager

Hours of Work: 37.5 hours per week

Compensation: \$64,350 annually – \$70,200 annually

Paid time off between Christmas and New Year, Day off on birthdays, contribution towards training/wellness.

Probationary period: month to month contract up to a year with possibility of extension

Society Profile:

Seniors Services Society is a non-profit charity located in New Westminister, BC which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Lower Mainland.

Purpose & Strategic Alignment:

Reporting to the Chief Executive Officer (CEO), the Administration Manager plays a strategic role in ensuring smooth organizational operations. This position supports staff and volunteers, leads key initiatives such as CRM implementation and policy development, and contributes to long-term planning aligned with SSSBC's mission.

Position Overview:

This role oversees human resources, office operations, technology coordination, and executive support. It is ideal for a candidate who thrives in a dynamic environment and is passionate about improving systems and supporting community impact.

Key Responsibilities:

1. Human Resources Management (Full Cycle HR)

- Lead all HR functions including recruitment, onboarding, performance management, employee relations, and offboarding.
- Maintain and update HR policies and procedures and ensure compliance with employment legislation.
- Manage benefits administration, staff training, and professional development initiatives.
- Support leadership with workforce planning and organizational structure development.

2. Information Technology Coordination

- Act as the primary liaison with the managed IT service provider to ensure effective technology support, security, and system uptime.
- Coordinate technology upgrades, asset management, and implementation of new systems or tools.
- Support cybersecurity, data integrity, and IT-related policy compliance.

3. CRM Development and Data Management

- Lead the evaluation and implementation of a new Customer Relationship Management (CRM) system in collaboration with internal stakeholders and vendors.
- Define data architecture, workflows, and reporting needs to support organizational goals.

- Maintain accurate data records, including stats tracking, and generate reports for decision-making and performance tracking.

4. Process Mapping and Operational Efficiency

- Collaborate with and support the Director of Programs in reviewing and enhancing organizational processes.
- Assist in developing and maintaining process maps and standard operating procedures (SOPs).
- Contribute to cross-departmental alignment and continuous improvement initiatives to strengthen operational effectiveness.

5. Policy and Compliance Oversight

- Review and update organizational policies and procedures regularly
- Ensure compliance with regulatory, legal, and internal governance requirements.
- Maintain policy documentation and version control.

6. Administrative and Executive Support

- Provide executive-level administrative support to the Director, CEO, and Board of Directors.
- Coordinate scheduling, correspondence, meetings, and preparation of briefing materials.
- Support board governance processes, including minute-taking, document management, and meeting logistics.

7. Organizational Operations and Office Management

- Oversee daily administrative operations and office management.
- Manage office resources, vendor relationships, and contracts.
- Support internal communication, team coordination, and organizational culture initiatives.

Job Details:

- This is a full-time position – 37.5 hours per week
- Working Hours: Monday to Friday, 8:30am-4:30pm, some evenings and weekends as needed.
- Compensation: \$64,350 – \$70,200 annually. Salary will depend on the applicant's qualifications, experience, and skillset.
- **Probationary period:** month-to-month contract up to a year with possibility of extension

Benefits:

- Paid time off between Christmas and New Year.
- Birthday leave.
- Professional development and wellness support.
- Opportunities to contribute to meaningful work supporting seniors in BC.

How to Apply:

Please submit your resume and cover letter to admin@sssbc.ca.

Deadline: Open until filled.

Note: Only shortlisted candidates will be contacted. No phone calls, please.