

Manager Administration & Operations

The Downtown Eastside Women's Centre is a Drop-in Centre and Emergency Night Shelter offering a wide variety of services to a diverse community of women and children living in the Downtown Eastside of Vancouver.

The Manager of Administration & Operations (the Manager) oversees the DEWC Administrative Team to evaluate, improve, and ensure that the day-to-day operations of the agency run smoothly and efficiently. She contributes to the development of efficient operations providing leadership in the area of operational/administrative/facility support.

Reporting to the Executive Director, she will ensure that DEWC has effective and efficient systems in order to fully support the delivery of programs and services.

Operational Leadership:

Oversees the effective operation of office resources, IT and other systems including the shared drive, phone system, fob system, and identified software

Develops office policies and procedures and ensures effective implementation including the development and maintenance of an Office Policy and Procedures Manual

Identifies, develops, and implements process, administrative, IT, and office management improvements

Supports the procurement and purchasing of materials for all office related functions; manages the inventory of office supplies & equipment

Oversees all aspects of Facility Management, landlord relations, insurance requirements, and facility maintenance

Human Resources

Completes performance reviews on administrative staff ensuring the completion and implementation of recommendation from staff reviews.

In collaboration with the Recruitment and Retention Manager and Management Team, implements training and development opportunities for the Administrative staff.

Financial Management

Responsible for financial oversight ensuring locations, procurement and various systems related to IT, phones and other technologies operate within annual budget.

Reviews accounts payable for administrative and facilities ensuring compliance with the DEWC operating budget, governing documents, and board policy.

Other

Other duties not specified that may be assigned from time to time

Knowledge, Skills & Experience:

Qualifications:

- 3+ years direct experience, preferably in a non-profit environment
- Has strong technical skills and capable and eager to test new software that may assist our processes.
- Ability to set priorities and assess risk; keen analytic, organization and problem-solving skills which support and enable sound decision making.
- Advanced knowledge and experience with the full range of Microsoft 365 products, , database management, and Salesforce or similar CRM databases
- Knowledge of finance and budgeting procedures as they relate to the specific programs and services
- Ability to manage multiple responsibilities and tasks simultaneously
- Detailed oriented person with experience in policy development & implementation
- Strong working knowledge and analysis of the issues impacting women in the downtown eastside, including violence against women, mental health, homelessness, and addictions
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Strong conflict resolution skills and practice
- Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
- Ability to work within a chaotic environment and with a diverse community of women
- A First Aid certificate is required
- Women with addiction issues need to be at least 2 years clean and sober
- Candidate must undergo a criminal record check
- Salaried position that requires some work outside of normal business hours to undertake position responsibilities, meet deadlines, and ensure delivery of high-quality programs and services.

Reports to: Executive Director