



POSITION: Administrative and technical manager

ABOUT THE ORGANISATION

The *Maison de l'amitié* is a community center whose mission is to promote the social integration of people, the development of a spirit of mutual aid and involvement in the community.

Our activities and services revolve around four main objectives aimed at building a healthy and dynamic community:

- Promote the social integration of immigrants (regardless of their status) and reduce linguistic and cultural divides in the community.
- Develop the employability of immigrants and disadvantaged or marginalized people
- Develop a spirit of mutual aid and community involvement
- Develop a sense of belonging to the neighborhood

DESCRIPTION OF ROLE

The **Administrative and technical manager** will oversee and execute all administrative tasks related to student registration in our language program, and function as leader of the reception team which involves communicating with the public as well as guiding other staff in administrative and customer-service tasks.

Our registration process happens mainly online but also involves organising face-to-face meetings with new students. For the past few years we have been using a mix of manual and increasingly automated methods created in-house. An ability to engage with the home-made automated components on a technical level would be a big asset, though we will be transitioning toward a customized CRM software package in the near future.

DESCRIPTION OF TASKS

- Assuring the timely execution of all the steps of our student registration process and leading the work team who participates in these
- Assuring correct flow of data that feeds into various administrative tasks (attendance, attestations of student enrollment, reconciliation with accounting, etc.)

- Learning and helping our team adapt to new custom CRM software currently being built, while identifying and executing necessary changes to our process and the communications surrounding it, as the system shifts.
- Navigating past tools that may still be in use, tracking and organizing information not yet incorporated into newer system
- Keeping up to date all communications targeting program participants and applicants, in three languages, and monitoring these for consistency (website, email templates, printed handouts, written email replies from our reception team)
- Participating in general reception tasks; replying in-depth to inquiries from students about our language program and its policies, and having knowledge of other programs at the Maison de l'amitié.
- Assisting in the supervision and training of reception personnel, which can include newly-arrived volunteers and people in work-experience programs who we integrate into our support team
- Liaison with tech consultants when outside help is needed for software solutions

REQUIRED SKILLS

The successful candidate is:

- Proficient in 2 of the 3 languages in which we provide our services (French, English, Spanish); good knowledge of the 3rd is an asset
- Analytical; ready to identify and resolve issues in a system that is evolving
- At ease with advanced functions in spreadsheets (Excel, Google Sheets)
- Highly detail oriented; able to keep information organized that is spread across many different types of documents, and concerned with maintaining consistency
- Able to plan around hard deadlines
- People oriented; possessing a strong Customer Service-oriented attitude (in responding to students and the public), and an ability to coach this in other reception team members who may be new or in development. Also, needs to be welcoming toward people living with potentially vulnerable conditions.

ASSETS

- Familiarity with databases
- Basic knowledge of HTML, Javascript

- Able to learn/understand Google Apps Script
- Knowledge of web development

CONDITIONS

Permanent position

25-30h/week on average (to be discussed with potential candidates).

There are predetermined and recurring periods in the year (our class registration periods spanning 2 weeks, 6 times per year) where a larger number of hours are required (likely more than 30h/week). Outside of these periods, the requirement is less and the hours can be more flexible.

20\$/h (with annual increase)

Start date: ideally the **11th of December 2023 (or sooner)**

HOW TO APPLY

The application must be sent to us in PDF format and include

- Your curriculum vitae
- A letter of motivation

Send your application to the attention of Marianne by e-mail to benevolat@maisondelamitie.ca, subject: Administrative and technical Manager

Please note that only those selected for an interview will be contacted.

Deadline to apply: **Thursday November 23rd**

Thank you for your interest!