

JOHN HOWARD SOCIETY

of Hamilton, Burlington & Area

JOB DESCRIPTION

Position Title:	Office Manager
Programs:	Program Managers, Finance and Administration, Executive Office
Reports To:	Executive Director (primary); dotted line to Manager of Finance
Location:	654 Barton Street East, Hamilton, ON
Employment Type:	Permanent Full-Time (35 hours per week)
Last Revision Date:	April 2026
Approved By:	Executive Director, JHS HBA

Position Summary

The Office Manager is a senior administrative role at JHS HBA. This position serves as the operational backbone of the organization, providing direct support to the Executive Director, program leadership, and the Finance function.

This role goes beyond front desk and clerical support. The Office Manager is a trusted coordinator who keeps daily operations moving, ensures leaders have what they need to do their work, and maintains the administrative infrastructure that allows JHS HBA to deliver on its mission.

The Office Manager exercises sound judgment, handles sensitive information with discretion, and represents the organization with professionalism at all points of contact.

Key Responsibilities

1. Executive and Leadership Support

- Provide direct administrative support to the Executive Director, including calendar management, meeting preparation, correspondence, and follow-up tracking
- Prepare board meeting packages, take minutes, and manage board communication logistics as directed by the Executive Director
- Support program managers with scheduling, reporting templates, staff communications, and document preparation
- Coordinate cross-departmental administrative tasks and ensure information flows clearly between the executive office and program leadership and front line teams
- Draft, proofread, and format internal and external correspondence on behalf of leadership
- Maintain a confidential filing system for executive-level documents, contracts, and governance records

2. Finance Support

- Process client payments, create invoices, and prepare receipts in coordination with the Manager of Finance
- Support the preparation of financial reports, budget tracking documents, and grant-related administrative submissions
- Coordinate with vendors and contractors to obtain quotes and manage service agreements, including IT, security, cleaning, snow removal, utilities, and property maintenance
- Track and maintain an accurate, up-to-date inventory of staff equipment, including keys, fobs, laptops, and cell phones
- Assist **as needed** with month-end administrative tasks such as expense reconciliation, petty cash management, and document filing

3. Reception and Front Office Management

- Take leadership in supporting our reception staff who are the point of contact for visitors, callers, and incoming inquiries, representing JHS HBA with warmth and professionalism
- Ensure that our reception staff greet clients and visitors, notify appropriate staff, and work with the reception team members to ensure it is welcoming and well-organized
- Provide accurate and current information about JHS HBA programs and services
- Manage incoming and outgoing mail, couriers, and general office supply inventory
- Respond to emergency procedures as required

4. Program Administration

- Prepare and maintain client intake files, program databases, and documentation systems
- Support and assist program staff with reminder and follow-up communications
- Document client contacts and maintain accurate records in compliance with organizational and legislative requirements
- Provide coverage support for the Manager of Programs and Services when required, including responding to messages and triaging inquiries
- Support program leadership with administrative tasks assigned through the program managers or Executive Director

5. Office Systems and Technology

- Oversee day-to-day office operations including supplies, equipment maintenance, and workspace organization
- Assist staff with basic technology support and manage server backup schedules
- Coordinate with IT vendors on technical issues and service requests
- Identify opportunities to improve administrative processes and systems, and bring recommendations to leadership

Qualifications

Education and Experience

- Post-secondary education in office administration, business administration, or a related field
- Minimum 3-5 years of progressive administrative experience, preferably in a nonprofit or social services setting
- Experience supporting senior leadership or an executive office is a strong asset

Skills and Competencies

- Strong organizational skills with the ability to manage multiple priorities and meet deadlines without close supervision
- Clear written and verbal communication with a professional, people-first approach
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and comfort with database and scheduling tools
- Experience with basic financial tasks such as invoicing, payment processing, and expense tracking
- Discretion and sound judgment when handling confidential information about clients, staff, and organizational matters
- A genuine commitment to the mission and values of JHS HBA and the communities it serves

Working Conditions

- Permanent full-time position, 35 hours per week
- Based on-site at 654 Barton Street East, Hamilton, ON
- Works in an environment that serves individuals involved in the justice system; cultural sensitivity and trauma-informed practice are expected
- Some flexibility may be required to support board meetings, community events, or organizational needs outside standard hours

Accountability and Reporting

The Office Manager reports directly to the Executive Director. The role maintains a dotted-line relationship with the Manager of Finance and Administration for financial and operational coordination. Performance will be reviewed annually as part of the organization's staff review process.

JHS HBA is committed to employment equity and welcomes applications from all qualified individuals, including those with lived experience of the justice system.