

## **Position title: Office Administrator**

### **Term: Part-Time Permanent (4 days a week)**

[The ADR Institute of Ontario \(ADRIO\)](#) is a non-profit, membership association for practising and aspiring practitioners of the full range of Alternative Dispute Resolution (ADR) methods for settling disputes outside of court. With its membership close to 1,000 strong across Ontario, ADRIO strives to enhance the quality and standards of practice in the province's ADR Sector, by supporting the accreditation and professional development of practitioners, including Mediators, Arbitrators, Adjudicators and Facilitators, and ADR students. ADRIO is one of seven Regional Affiliates of the ADR Institute of Canada.

The Office Administrator is responsible for managing bookkeeping related tasks required for ADRIO's operations, and the administration and maintenance of the customer relationship management (CRM) platform (currently Membee). The incumbent assists the administration of the rosters for mediation and arbitration services. This position reports to the Executive Director and is part of a staff team of four.

#### **Key responsibilities:**

##### Accounting and Payroll

- Carry out scheduled bookkeeping tasks, including:
  - Process membership payments, make cheque deposits and issue invoices.
  - Run daily cash receipts and credit card transactions reports for reconciliation with sales reports, capture and journalized all sales in the General Ledger (QuickBooks).
  - Prepare monthly statements for national dues collected, with lists of full members showing status changes and lapsed members.
  - Receive invoices and issue EFT payments on a biweekly basis.
  - Prepare and issue payments for employee expense claims.
  - Calculate and remit quarterly HST payments.
  - Retrieve statements, prepare reconciliations and EFT disbursements, and investigate discrepancies.
  - Complete month end journal entries to reconcile deferred revenue and prepaid expenses, calculate depreciation and accrue interests on deposits.
  - Complete monthly financial statements and year end reconciliations.
  - Support the annual audit, including preparing documents and answer enquiries from the auditors, and participate in the Audit Committee's meetings.
  - Act as the point of contact for external auditors and banking officers.
- Carry out payroll related tasks, including:
  - Works with external payroll administrator, and record journal entries for all payroll transactions.
  - Manage payroll and updates on employees' information and salary changes.
  - Act as the administrator of the extended benefits plan (currently provided through OASSIS).
- Liaise with the Treasurer as required.
- Assist the Executive Director in the annual budget process.

##### CRM

- Keep the membership database (currently Membee) up-to-date with system changes to admin features.
- Monitor exceptions and correct deficiencies as required.
- Update members' accounts with completion dates of the Ethics course and remove conditions.
- Set up event registrations with set fees and descriptions.
- Run membership, directory and other statistics for review and as required.
- Engage with members and resolve complaints and issues quickly and efficiently

- Be the point-of-contact support for all matters related to CRM (for members and staff)

#### Membership

- Respond to members' enquiries, including renewals, financial transactions, and event registrations, and also general enquiries from the public.
- Compile membership statistics for Board meetings, and other purposes as required.
- Develop and implement new member benefits.
- Assist in implementing strategies for member recruitment and retention.
- Assist in marketing ADRIO events, and attend events when required.

#### Roster and Office Administration

- Support roster administration, provide billing, payments and reporting for contracts held.
- Manage the implementation of the Ethics Course and ensure new members complete this condition of their membership.
- Run weekly backups of the ADRIO website, and maintain the online Job Board.
- Manage the maintenance, software updates, repair and replacement of all IT and office equipment.
- Maintain software updates for ADRIO's myQNAPcloud, Webmail, Zoom, Google Analytics and Wordpress accounts.
- Maintain security of the ADRIO office and systems, including keys and passwords.
- Maintain appropriate levels of inventory of office supplies.
- Procure promotional items for the AGM, President's Circle, Star Awards and other purposes as required.
- Maintain the employee absence calendar.
- Facilitates AGM nominations process using Election Buddy.
- Act as the staff lead to provide support for the Administration Committee, as and when required.

#### **Desired attributes:**

- A stellar communicator who is customer service oriented, enthusiastic, engaging, clear and patient.
- A pro-active and efficient worker who gets ahead of issues rather than just resolving them.
- A collaborative team player.
- Well versed in working with culturally, demographically and professionally diverse groups.
- Highly process oriented and attentive to detail and immaculate record keeping.
- A self starter

#### **Requirements:**

- Three years of experience in bookkeeping, CRM and office administration in member-oriented settings; non-profit experience in membership associations an asset.
- Demonstrated skills in all bookkeeping related procedures and processes.
- Experience in office operations and procurement processes.
- Experience with customer relationship management (CRM) platforms (experience in using Membee a definite asset), cloud based solutions.
- Excellent oral and written communication skills in English.
- Demonstrated proficiency in Microsoft Office.
- A Bachelor's degree in administration or a related field; or equivalent combination of education and experience.
- Knowledge of the Alternative Dispute Resolution field and practice, including studies, would be an asset.

**Salary, benefits and work environment:**

- The pro-rated annual salary range at 4 days per week for the position is \$50K.
- Health benefits upon successful completion of probationary period.
- The ADRIO staff team is based in the ADRIO office at 234 Eglinton Avenue East in Toronto. In view of COVID-19, the ADRIO team has been primarily using a hybrid model working remotely and in the office.
- Note: Subject to relevant accommodations or exemptions under the Human Rights Code, all ADRIO employees are required to be fully vaccinated for COVID-19 at least 14 (per the public health guidelines) days before their first day of work.
- Equipment provided by ADRIO includes laptop and cell phone, along with remote access to ADRIO systems.

**HOW TO APPLY**

To be considered for the Office Administrator role, please submit cover letter and resume to Executive Director, ADRIO, by email only to [ed@adr-ontario.ca](mailto:ed@adr-ontario.ca) (email to [ed@adr-ontario.ca](mailto:ed@adr-ontario.ca)) by 5:00 pm on August 5<sup>th</sup>, 2022. Clearly state in the subject line of your email: **Office Administrator Role** No phone calls please, and only candidates selected for interviews will be contacted.

**ADRIO encourages applications from Indigenous persons, and members of equity-seeking communities including women, racialized persons, persons with disabilities, and persons of all sexual orientations and gender identities/expressions.**