Administrative Services Coordinator
Job Posting

POSITION OVERVIEW:

The Thomas More Institute (TMI) is a small, liberal arts educational nonprofit affiliated with Bishop's University. The Institute offers university-level courses designed for the cultural and academic advancement of adults. We are seeking a highly organized, tech savvy and enthusiastic Administrative Services Coordinator (ASC) to join our small, vibrant organization. As an integral member of our team, you will play a crucial role in managing student registrations and communications, technology resources and administrative functions. This position requires excellent multitasking skills, a friendly and approachable demeanor, and the ability to work collaboratively with a large cohort of students and volunteers.

RESPONSIBILITIES:

Registrations, Community Relations and Course Preparation

Working closely with the Manager of Academic Affairs the ASC will undertake the following tasks:

- Manage student registrations, ensuring accurate and up-to-date information is collected and maintained,
- Assist with student communications by answering queries, providing information, and addressing concerns in a timely and friendly manner,
- Assist in the development and production of the annual course calendar,
- Set up and manage the annual course registration website, emails and zoom links for course participation,
- Provide technical assistance as required for participants to access online courses and readings,
- Provide support to produce annual course reading packs in digital and paper format,
- Compile reports on enrolment, student satisfaction, etc.

Office Administration

Generally ensure a smooth functioning of the office:

- Manage technology and office resources including photocopy machines, TVs, a/v equipment, phones, computers, printers and software subscriptions,
- Troubleshoot and resolve technical issues, either independently or by coordinating with external suppliers,
- Provide technical assistance and training to staff members and volunteers on the use of software applications and office equipment,
- Manage general office supplies and inventory, including ordering and restocking as needed,
- Coordinate the central filing system and password listings,

General Office Functions

- Contribute actively to the development and refinement of TMI strategies and policies.
- Participate in the planning and execution of community social, academic and development events,
- Provide input to the annual planning process and creation of tools for marketing and communications.

QUALIFICATIONS:

- Undergraduate degree (Liberal Arts focus is a plus),
- A minimum of two years' experience in an administrative role with a customer service component,
- Excellent communication skills, both verbal and written, with a friendly and professional demeanor,
- Fluent English written and spoken and strong proficiency in French,
- Strong organizational and time management skills, with the ability to prioritize tasks effectively,
- Proficiency in using office tools such as Microsoft Office Suite and Google Workspace. Basic understanding of website development. Knowledge of Photoshop, InDesign and Canva a plus,
- Ability to learn new software systems quickly and troubleshoot problems that arise,
- Ability to work collaboratively and independently, demonstrating a proactive and flexible approach,
- Enthusiasm, creativity, and a positive attitude, with a genuine interest in working with volunteers.

CONDITIONS:

- Status: 40 hours per week including one hour for lunch
- Salary range: $45,000 - $50,000 before taxes and deductions
- 2 weeks vacation (plus 3-4 weeks during holiday closure)
- Free TMI tuition for employees
- Work schedule & location: 9:00 a.m. – 5:00 p.m. The role is office based with some flexibility for remote work and variable schedules. Some evening and weekend work will be required.
- Start date: early November 2023.

We offer a friendly and supportive work environment and the chance to make a meaningful impact within our organization.

Interested applicants should send their CV and cover letter to info@thomasmore.qc.ca by October 13th 2023. We thank all applicants for their interest but only those retained for an interview will be contacted.