



OFFICE ADMINISTRATOR

Primary Accountabilities

Administrative Support & Customer Service

The position will serve as the main customer service point of contact for Folklorama through the provision of administrative and secretarial support.

- Perform reception duties at Folklorama front desk, ensure all members and clients receive prompt and friendly service on the phone, by email, and in person.
- Respond to inquiries and maintain accurate records of same.
- Maintain all functions of the SmartVoice (Polycom) Switchboard.
- Ensure a highly professional and positive image is maintained at all times.
- Maintain a neat and orderly reception area, boardroom, photocopy, and supply area.
- Manage all aspects of merchandise ordering, inventory, and delivery in consultation with the respective departments.
- Provide administrative and secretarial support to all staff as required.
- Manage the Folklorama database, ensuring accuracy with record keeping; communicate updates appropriately to other departments as required and assist departments with extraction of data as required and production of reports and mailing labels.
- Maintain and control inventory, including logged data, of all Folklorama promotional merchandise and volunteer recognition items.
- Support Folklorama Group Tour Programs during Festival with tour inquiries, online tour bookings, outbound communication, and tracking.
- Maintain training manuals for Summer Festival Assistants.

Bookkeeping

The position will serve as the main liaison between Folklorama and its accounting team, maintaining Folklorama's financial systems on a daily basis. Duties will include:

- Management of accounts payables (A/P) and accounts receivables (A/R), ensuring data is forwarded to accounting team in a timely manner
- Management and reconciliation of petty cash
- Processing of all bank deposits
- Support order entry functions as directed by accounting team
- Track and manage purchase orders
- Printing and distribution of cheques through Accpac/Sage 300 ERP
- Maintaining accurate, up-to-date, and organized files of all of the above.

Human Resources

- In conjunction with the Executive Assistant, ensure that new staff on-boarding takes place (documentation, safety training)
- In conjunction with the Executive Assistant, train and supervise any seasonal staff in the use of office equipment and resources, in particular the Seasonal Administrative Assistant/Summer Receptionist.
- Ensure all Folklorama staff are trained in the proper use of Folklorama equipment
- Ensure all Folklorama staff who use the POS system (per the Executive Assistant) are trained on accepting payments and reporting procedure



Office Management

- Coordinate and schedule office equipment maintenance, updates, repair, and replacement in consultation with the Executive Assistant
- Oversee inventory of office supplies, including ordering and completion of all internal paperwork (purchase orders, invoice processing).
- Ensure postage inventory is at appropriate level for Folklorama needs.

General Accountabilities

The position will support and assist all areas of the organization as able and required from time to time.

- Attend ad-hoc events to provide administrative support to Operations team.
- All other projects as assigned by the Executive Assistant, Accounting Team, or Executive Director.

Other

In the course of fulfilling tasks related to inventory for office supplies, this position may involve infrequent lifting of up to 40 lbs.

This position will require occasional weekend and evening work. This requirement for flexible work hours will be essential during the two-weeks of the Folklorama Festival, held annually in August; and at other times in the fiscal calendar, as required and confirmed by the Executive Assistant with no less than two weeks' notice.