

Operations Assistant Job Post

War Child Canada is a registered Canadian charity based in Toronto that works to accelerate peace and disrupt the cycle of violence by investing in and empowering local communities to build brighter futures through comprehensive, evidence-informed programs that foster resilience, self-reliance, and self-determination.

War Child is globally recognized for our grassroots, community-driven model of humanitarian action rooted in collaboration and entirely locally led. Over the years, we have developed a solid track record of long-term, sustainable impact supporting children and families living in areas dominated by conflict.

War Child Canada works with some of the most vulnerable populations around the world and are leaders in developing and implementing programs specifically targeting and protecting children, women, and refugees living in the most complex humanitarian environments in Afghanistan, Democratic Republic of Congo, South Sudan, Sudan, Uganda and Yemen.

Reporting to the Controller, the **Operations Assistant** will contribute to the effectiveness and efficiency of the organization by ensuring best practices and the continuous improvement of the administrative function. They will be responsible for supporting the efficient day-to-day operations of the organization including general administration, administering corporate travel, supporting the organization's remote working model, and planning for systems and equipment. In addition, this position will be the key liaison with service providers and the project lead on various initiatives.

RESPONSIBILITIES

General Office Administration and Departmental Support

- Coordinates overall office administrative activities
- Receives incoming mail and cheques in alignment with internal controls procedures
- Provide staff with day-to-day administration support
- Frontline reception ensuring effective telephone and online communication with service providers, donors, and the general public
- Handle routine inquiries from internal and external sources on own initiative and redirect them accordingly
- Liaise with vendors and assist with negotiations on various purchases and ensure procurement follows internal controls
- Coordinate the storage retention, protection, retrieval, and transfer of records
- Maintain on a day-to-day basis the operations of IT, telecommunication systems and arrange for necessary repairs and maintenance
- Support Finance in reconciling office expenses and monitoring the general office budget
- Support in reconciling receipts purchases, including Credit Card purchases, and filing related supporting documents as required
- Assess operational requirements and make recommendations for improvement to management
- Coordinate organizational initiatives & activities, such as meetings, workshops, special projects, and events

- Assist new staff by ensuring that they have the necessary equipment, supplies and other needs as required

Corporate Travel

- Handle staff travel bookings including flights, accommodations, and travel insurance
- Manage relationships with key travel providers
- Administer Aeroplan Corporate mileage account tracking usage and quarterly partner reporting.
- Update travel visa requirements and staff traveler profiles
- Promote efficient use of travel budgets and staff time in compliance with War Child and donor policies

Special Projects

- Assist in the assessment of system and equipment needs of War Child's head office and offices of operation overseas
- Act as project lead in the coordination of office redesign as required

Other

- Other ad-hoc duties as required

QUALIFICATIONS

Knowledge & experience

- Post-secondary education in general administration or a related discipline, or equivalent combination of education and experience
- Minimum of 2 years work experience in an administrative or similar position
- In-depth knowledge of administrative procedures, processes, and standards
- Proven record in customer service and donor focused interaction
- Ability to communicate accurately with high attention to detail and maintain confidentiality
- Demonstrated experience in problem solving and good judgment
- Proficient in Microsoft products including Word, Excel, Outlook, SharePoint, and Teams; as well as Windows and web-based applications

Skills and abilities

- Excellent organizational and time-management skills with the ability to multi-task, work well under pressure and meet targeted timelines
- Excellent written communication skills
- Excellent interpersonal skills and the ability to work well within a team
- Ability to interact with all levels and a wide variety of people including internal staff, external organizations, donors, country offices etc.
- Diplomacy and negotiation skills
- Positive attitude and the ability to take responsibility and be accountable
- Bilingualism considered an asset

Interested applicants are invited to send a curriculum vitae and an accompanying cover letter electronically to jobs@warchild.ca. Please ensure your application email has the subject heading 'Operations Assistant – [insert your name]'

Only those applicants selected for an interview will be notified. We regret we are unable to entertain phone calls. War Child Canada is an equal opportunity employer.

War Child Canada is committed to providing a work environment in which all individuals are treated with respect and dignity. Final candidates will be vetted in accordance with War Child Canada's Child Safeguarding Policy and Prevention of Sexual Abuse and Exploitation Policy, including appropriate reference and security checks.

War Child Canada is committed to providing an accessible workplace. For individuals with disabilities, accommodation is available upon request. Should you require accommodation at any stage of the selection process, please let us know. We will work with you to meet your needs.

Candidates should be legally eligible to work in Canada. War Child Canada will not provide any relocation support. For more information about War Child Canada, please visit www.warchild.ca