



JOB DESCRIPTION

JOB TITLE	Administrative Operations Coordinator
MINISTRY/DEPARTMENT	Ministry of Citizenship
REPORTS TO	Quality Assurance Manager
JOB FAMILY	Nation Support
CLASSIFICATION LEVEL	Level 2
DATE CLASSIFIED	August 2024

POSITION SUMMARY

The Administrative Operations Coordinator is to lead the overall organization and administration of citizenship administrative processes, including citizenship card production and printing, citizenship card renewals and replacements and community acceptance. The coordinator develops and coordinates processes that maintain consistency and efficiency in ensuring that applicants and citizens receive their citizenship cards in a timely manner. The coordinator assists the Quality Assurance Manager in all citizenship processes and works collaboratively with the Citizenship Relations Department to meet the needs of the Ministry of Citizenship.

LOCATION

- Provincial Head Office – Surrey, BC.

DUTIES & RESPONSIBILITIES

- Ensures all requests for citizenship card renewals and replacements are addressed in a timely manner.
- Ensures all community acceptance notifications are managed efficiently and accurately.
- Assists with the development and preparation of technical documents in collaboration with the Quality Assurance Manager.
- Tracks and reports on citizenship card replacements and renewals and community acceptance.
- Achieves administrative goals and objectives through planning, collaboration, and timely completion of operational projects.
- Supports the Quality Assurance Manager in completing duties related to citizenship card processes and community acceptance.
- Participates and supports the Citizenship Relations Department to effectively create and standardize procedures that align with processing citizenship cards and community acceptance.
- Generates spread sheets, reports and other documents as required.
- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.



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QUALIFICATIONS

- Diploma in Business or Public administration or a related field from a recognized post-secondary
- Minimum of three (3) years of experience in a large office environment.
- A combination of relevant experience, education, and training may be considered.
- Strong problem-solving and decision-making abilities, resolving conflicts and addressing challenges to maintain a positive work environment.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Knowledge of general office systems and procedures, including electronic filing systems and office equipment.
- Experience with Microsoft Office 365 and an ability to work in information management systems.
- Ability to proofread documents for formatting, grammatical, and spelling errors.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtsihikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.