

JOB DESCRIPTION

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| JOB TITLE | Administrative Coordinator, Operations |
| MINISTRY/DEPARTMENT | Operations |
| REPORTS TO | Administrative Manager, Operations |
| JOB FAMILY | Nation Support |
| CLASSIFICATION LEVEL | Level 3 |
| DATE CLASSIFIED | March 23, 2026 |

POSITION SUMMARY

The Administrative Coordinator, Operations is an administrative coordination role that supports consistent, efficient, and citizen-focused administrative service delivery across MNBC. Reporting to the Administrative Manager, Operations the position provides functional guidance, coordinates administrative workflows, and supports the implementation of standardized practices aligned with organizational policies and operational priorities.

The Administrative Coordinator supports administrative planning, process improvement, and cross-departmental initiatives, while contributing to effective office operations and public-facing services. The role supports documentation, tracking, and reporting activities to assist leadership in maintaining operational consistency and service quality across all MNBC offices.

LOCATION

- Provincial Head Office – Surrey, BC.

DUTIES & RESPONSIBILITIES

Administrative Coordination

- Provides functional guidance to administrative staff by coordinating work priorities, assignments, and workflows under the direction of the Manager, Administrative Operations.
- Serves as a subject matter resource for administrative procedures and processes.
- Ensures consistency and alignment of administrative standards across MNBC offices.
- Coordinates front desk coverage and ensures appropriate staffing levels are maintained at all times.

Project Planning and Operational Support

- Supports the coordination of clerical and administrative systems, including filing, SharePoint, shared drives, email inboxes, and document control.
- Supports day to day office logistics, such as supplies, inventory, and desk scheduling to support uninterrupted operations.
- Ensures offices remain functional, professional, and citizen-ready through proactive coordination and issue resolution.

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- Provides administrative and coordination support to assigned Operations projects and priority initiatives by assisting with planning activities, tracking timelines and deliverables, and supporting progress monitoring to help keep work on schedule.
- Assists with the implementation of project-related processes and workflows intended to improve efficiency, consistency, and administrative coordination.
- Supports project continuity and follow-through by tracking action items, coordinating information, and assisting with issue follow-up to help initiatives progress within established timelines.
- Collaborates with internal teams and external partners on non-routine issues, providing administrative support that aligns with organizational priorities and enhances operational efficiency.

Communications & Public-Facing Support

- Supports and aligns front desk and citizen-facing administrative services to ensure timely and accurate responses.
- Assists with internal communications regarding office operations, staff schedules, and important updates.
- Supports implementation of standardized administrative contact points (e.g., general inboxes) to improve service consistency.

Meetings, Projects & Events

- Coordinates and supports internal and external meetings, events, and activities, including logistics, materials, minutes, and action tracking.
- Contributes administrative support in committees, project teams, or cross-department initiatives as required.

Financial & Procurement Support

- Coordinates with Finance to support invoice tracking, purchase orders, payments, and expenditure monitoring.
- Supports procurement activities including ordering, shipping, storage, and distribution of supplies. Monitors inventory levels to ensure resources are available to support staff operations.
- Assist with budget planning and tracking, providing support to the manager in reporting and ensuring alignment with departmental goals.

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Systems, Processes & Continuous Improvement

- Supports the development, implementation, and maintenance of administrative procedures and frameworks.
- Supports research and analysis efforts to help identify opportunities for improving departmental services, workflows, and processes.
- Contributes to strategic initiatives by providing research, insights, and recommendations to support decision-making and departmental improvements.
- Supports the rollout and adoption of administrative and operational systems and tools (e.g., CMMS, asset management platforms, SKEDDA), including coordinating training logistics, supporting user adoption, and assisting with basic usage tracking

Onboarding & Staff Support

- Supports onboarding and orientation for new staff, including access, materials, and training coordination.
- Provides procedural guidance and support to administrative staff to promote consistency and confidence in administrative practices.

Other Responsibilities

- Undertakes related duties consistent with the classification level of the position.
- May attend meetings or events outside normal business hours, including travel when required.

Supervision Given

- Provides functional guidance and coordination to Office Administrators, Operations/ Receptionist staff
- Does not have direct supervisory, disciplinary, or performance-management authority.

QUALIFICATIONS

- Diploma in Business or Public Administration or related field from a recognized, post-secondary institution.
- Minimum five (5) years of experience in a large office environment.
- Minimum one (1) year supervisory experience with a proven track record of effectively leading and motivating individuals.
- A combination of relevant experience, education and training will be considered.
- Strong problem-solving and decision-making abilities, resolving conflicts and addressing challenges to maintain a

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- positive work environment.
- Ability to lift to 35lbs.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Knowledge of general office systems and procedures, including electronic filing systems, office equipment, multi-line switchboard, photocopiers, etc.
- Experience with Office 365 and Power Point Presentations.
- Proven ability to proofread documents for formatting and 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

- **Manâchitowin (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.
- **Ahtisihcikêwin (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.