

Calgary Downtown Association – Office Manager

The Calgary Downtown Association (CDA) is a Business Improvement Area established under Alberta's Municipal Government Act and represents over 2,500 businesses in a 120-block area in the city centre. The Calgary downtown area comprises over 50 million square feet of office, hotel, retail, restaurant, entertainment, attractions, cultural and government buildings.

Our Vision Spearheading prosperity for Downtown businesses by intentionally shaping the character of Calgary.

Our Mission The CDA is a community leader generating dynamic spaces, places, and integrated communities and our role includes:

- Enhancing the economic development through promotion and marketing
- Improving the physical environment of public spaces.
- Working collaboratively with The City in delivery of municipal services
- Advocating for policies and practices that support economic vitality

The CDA is seeking an experienced Office Manager to standard office management tasks and the many things that go into creating an efficient and productive work environment. including Human Resources, file management, accountant liaison, budgeting, and board secretary to a current team of 6 employees, 13 Ambassadors and 10 board members. As an ideal candidate, you'll have a sharp business focus and proven success managing multiple tasks toward maximum productivity. You'll be highly skilled in managing people, problem solving, detail oriented and possess a willing and confident approach to your job. Additionally, as a key member of the CDA team, you'll display a proven ability to develop and maintain an environment of trust, diversity, and inclusion for the organization as a whole. Your ultimate responsibility is to increase our operational efficiency of the CDAs office environment.

What You Get to Do:

- Apply strong organizational skills to proactively meet the CDA's day-to-day administrative requirements by managing calendars and all incoming correspondence (email, phone, mail, etc.)
- Anticipate the organization's needs and make confident decisions to contribute to an organized and effective work environment.
- Skillfully prepare, compose and/or edit a variety of documents, including highly confidential correspondence, memoranda, presentations, contracts and proposals of exceptional quality, including those for executive audiences.
- Coordinate meetings, domestic and international travel, and prepare expense reports.
- Prepare precise meeting minutes a track action items reflective of a sound understanding of the organization and distribute these in a timely manner.
- Assert a keen eye for detail in reviewing, assessing and finalizing all requirements for the preparation of Board and Committee meetings & reporting deliverables.
- Manage the CDA's working files and department filing system by utilizing OneDrive.

- Use exceptional interpersonal and communications skills to establish and maintain positive and productive working with internal and external parties and managing these relationships in a professional manner that facilitates a positive corporate image in alignment with corporate values.
- Refer general inquiries from external and internal parties at all levels in the context of a strong understanding of the organization's priorities.
- Manage and handle all Human Resource responsibilities for the CDA such as payroll, benefits, on boarding new employees and record keeping.
- Liaise with Bookkeeper and AR/AP staff on financial related matters, making sure the process is running smoothly.
- Liaise with the organization's Auditors to make sure the CDA's annual Audits runs smoothly
- Manage to operation of the organization's office space making sure all of the day-to-day needs are met.
- Coordinate group activities and work with other staff within the organization to coordinate cross group initiatives through the application of strong organizational and leadership skills.
- Assist with and lead special projects such as conferences, events and off-site meetings as required.
- Provide creative recommendations for solving issues and help facilitate outcomes and continuously improve processes and procedures with broad cross-functional impacts.

Who You Are:

- Post-secondary education in business administration or similar discipline preferred.
- Five years or more experience in a senior administrative role.
- Superior competency in O365 suite of software products
- Highly motivated, action oriented, and results driven with a "can-do" attitude.
- Demonstrated ability to confidently work independently, exercise good judgement and show initiative.
- A positive and creative individual with keen ability to proactively and enthusiastically manage the needs of senior management.
- Team player with excellent professional interpersonal and organizational skills and an ability to relate to all corporate levels both internally and externally.
- Ability to multi-task, prioritize and work within a fast-paced environment while remaining flexible and steadfast.
- Ability to analyze, make decisions and provide recommendations as appropriate.
- Strong service orientation, respectful, and polite with a sense of humour.
- A genuine desire and natural curiosity to learn and understand the business and various roles with the business.
- An interest in mentoring other potential administrative staff.
- Ability to work extra hours as required.

The CDA offers a competitive salary and a comprehensive benefit package. This is a permanent full-time position commencing immediately.

The CDA's office is located in the heart of Calgary's downtown in the Edison building which provides a suite of extensive office amenities of which all CDA employees have access.