Job Posting - Administrative Services Manager

Reports To:	Director of Business Development
Position Type:	**Full Time, Permanent**
Location:	**Central Saanich, BC**
Hours:	37.5/week, Monday-Friday
Base Salary:	**72,000,-78,000 + benefits**

Level Ground's business development team supports a co-operative, communicative, forward-thinking environment where hard work, care and continuous improvement are valued.

Job Overview

The Administrative Services Manager oversees Level Ground's recurring administrative, employee, customer-account and payables processes, and supervises a small administrative support team. The role keeps day-to-day business administration accurate, organized and running smoothly, and ensures employees, customers and external partners receive clear and timely support.

Reporting & Working Groups

This position reports to the Director of Business Development, who owns day-to-day management, priorities, workload and performance. theFinanceStack provides technical accounting direction and procedures, reviews financial work and supports training for accounting-related responsibilities. Matters involving financial risk, sensitive employment matters and internal controls are escalated to the CEO.

The role supervises three direct reports and works closely with Customer Success, Sales/Marketing, production, and theFinanceStack:

- Accounting Administrator
- Customer Success rep
- Customer Success rep

Core Responsibilities

Customer & Sales Administration

- Produce customer statements and maintain pricing schedules and customer information
- Review credit holds and support timely resolution of customer account questions
- Maintain recurring sales and BNQ reporting, and calculate influencer and sales commissions
- Support the onboarding of new Level Ground customers

Payables & Program Administration

- Administer corporate credit cards
- Coordinate grant payment tracking

HR Administration

- Coordinate employee onboarding, departures, benefits, records and system access
- Ensure employees receive clear information and timely support
- Communicate any team-wide HR updates

Corporate & Organizational Administration

- Maintain corporate records, procedures, calendars and documentation
- Track recurring administrative and compliance deadlines
- Coordinate communication with benefits providers and other external partners, and support company-wide administrative systems

Team Leadership

- Supervise three direct reports, providing day-to-day guidance and support
- Set priorities, monitor workload and performance, and support professional development
- Foster a collaborative, service-focused team environment

Role Expectations

To ensure clarity and confidence in the role, this position includes the following expectations:

- Complete recurring administrative work accurately and on schedule
- Operate within established procedures and company controls
- Communicate clearly and respectfully with employees, customers and partners, and follow tasks through to completion
- Represent the Level Ground group of brands professionally and consistently in all interactions

Role Requirements

- 3+ years of experience in business or office administration, administrative coordination or a related role
- Experience supervising or leading a small team
- Experience documenting and improving administrative processes
- Strong organizational skills and attention to detail, with the ability to manage recurring deadlines across multiple processes
- Strong communication skills across phone, email and in-person interactions
- Experience with employee administration such as onboarding, benefits or records
- A service-oriented, problem-solving mindset and sound judgment with confidential information

Role Assets

- Experience in a food service, coffee, CPG, hospitality or manufacturing environment
- Experience administering corporate/float cards
- Familiarity with benefits or grant administration

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