**Business Support Officer**

**Definition**

Reporting to the Manager of Strategic Initiatives, the Business Support Officer will take a proactive role in the smooth operation of the Municipal Finance Authority (MFA) office functions. The Business Support Officer performs a range of routine and non-routine tasks including implementing and maintaining business processes and supports, preparing reports, and developing and maintaining systems. The Business Support Officer will also be responsible for general administration and office management tasks including coordinating meetings, events, and travel.

This position calls for a confident and articulate individual who can effectively support a diverse group of stakeholders with a range of requirements, deadlines, and schedules.

**Illustrative Duties and Responsibilities**

**Business Process Support**
- Assist with the Pooled Investment Funds Program through daily data entry, weekly indices, and monthly statement preparation and uploads for the program.
- Data entry for accounts payable, review expense forms and invoice clients for long term debt.
- Process and record payments, including Annual Tax Levy payments.
- Complete bylaw reviews and data entry into relevant systems.
- Work with the auditors and enquiries from suppliers/clients.
- Assist clients with website log-in set up, and complete data entry for client profile information.
- Manage bank deposits and petty cash, prepare and submit expense reports and reconcile credit card receipts/statements.

**Office Management Support**
- Coordinate, prepare, and distribute meeting agendas, take and transcribe meeting minutes, and prepare for review.
- Maintain an accurate and comprehensive document management system, including organizing, filing and storage of MFA documentation and contracts.
- Maintain smooth running and efficient office operations including MFA supplier and vendor management.
- Coordinate conferences and meetings of various committees and Board of Trustees, including liaising with external executive assistants, coordinating facilities requirements, coordinating speakers, arranging food and catering, preparing materials, and attending as required. Assisting with booking travel and accommodation, and providing concise travel agendas for stakeholders.
- General administration and office management including composing and editing correspondence and memos, and coordinating office mail and other incoming and outgoing correspondence for the office.
Knowledge, Skills and Abilities

- Clear and concise communication skills, using judgment and discretion, as well as correct grammar, organization and structure in written communication, presentations and reports.
- Self-motivated and confident with the ability to work on own initiative to manage time effectively and meet challenging targets and deadlines successfully.
- Strong organization and workload management skills, including the ability to prioritize work and reprioritize when necessary to adapt to constant (and often conflicting) demands.
- Ability to work under pressure and maintain high standards of accuracy, quality and attention to detail at all times.
- Organizational and event planning skills for coordinating both large and small events.
- Unique ability to anticipate needs and proactively take action/make suggestions.
- Familiarity and inclination towards working with numbers with an understanding of budgeting, expense account management and purchasing standards and practices, including basic accounting and banking processes.
- Skilled in taking accurate minutes and transcribing oral dictation, and ability to compose, transcribe and edit minutes.
- Computer savvy with the ability to learn various computer programs quickly and troubleshoot. Advanced knowledge in Microsoft Office (Excel, Word, Outlook, and PowerPoint). Knowledge of a computerized accounting program such as Simply Accounting or QuickBooks.
- Highly competent, able to problem-solve and use critical thinking to find solutions.
- Ability to deal with all work matters professionally and confidentially, exercising a high level of discretion, independence, and judgement when completing responsibilities and when dealing with officials, senior management, employees and the general public.
- Basic keyboarding skills (60+ wpm).

Requirements

- Degree, diploma or certificate in business, administration or paralegal is preferred.
- A minimum of 3 years’ experience in a mid to senior level administrative support role in a service-orientated environment.
- Previous experience working in an Investment, Asset Management, Banking or Lawyers office would be considered an asset.