

Job Posting:

Office Manager

Position: Office Manager, Permanent – Full-time

Reports to: Executive Director

Start date: ASAP

Niagara Community Legal Clinic is funded by Legal Aid Ontario. The Clinic provides legal services to poverty-affected people in Niagara Region. The Clinic operates two main offices (in St. Catharines and in Welland), as well as several satellite offices throughout the Region.

Niagara Community Legal Clinic is seeking a permanent, full-time Office Manager to join its team. The Office Manager will support the efficient administration and coordination of clinic services by overseeing daily operations, by managing deliverables outlined in funding agreements, and by supporting and supervising the Administrative Team.

The position also provides administrative support to the Executive Director and to the Clinic Board, as required, and offers backup administrative and reception support when needed.

The Office Manager will be required to work in both the St. Catharines and Welland offices, as operational needs require.

Overview of Job Duties

Administrative Operations

- Works with the Executive Director (ED) to provide supervision, guidance, and direction to the Administrative Team, including the prioritization and distribution of workload.
- Provides administrative support to the Clinic Board.
- Schedules administrative staff and ensures adequate coverage during absences.
- Supervise administrative staff and provides ongoing guidance and support.
- Provides backup administrative and reception support as required.

Office & Facilities Management

- Maintains all office equipment (printers, copiers, fax machines, postage meters, etc.) and oversees internal and external maintenance programs.
- Manages inventory of office supplies, ensuring adequate stock levels at all times
- Oversees postage and courier services to ensure uninterrupted clinic operations.
- Coordinates office maintenance and liaises with NCLC's security system providers.
- Maintains and updates clinic phone systems, technology, and equipment, including negotiating service contracts and overseeing vendor services and relationships.



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- Serves as liaison with CIMS and IT regarding system issues, upgrades and improvements.

Records & Information Management

- Establishes and maintains filing systems for paper case files in compliance with Law Society requirements, including proper off-site storage with up-to-date file listings.
- Prepares and submits quarterly LAO statistics, ensuring accurate and proper record-keeping.

Human Resources Administration

- Payroll Administration: Administers the Ceridian payroll system and processes bi-weekly payroll accurately and on time.
- Benefits Administration: Administers group insurance and RRSP benefit plans, prepares monthly RRSP contribution reports, manages LTD reporting, liaises with pension representatives, and submits bi-weekly contributions to the benefit provider
- Tracks and records staff vacation, sick time, and lieu time accurately.

Finance & Operations

- Prepares all invoices for review, approval and submission to the external bookkeeper.
- Ensures bank deposits are accurately prepared, recorded, and documented.
- Establishes and maintains an effective filing system for accounts payable and receivable, contracts, leases, and related financial documents.
- Prepares cheques and supporting documentation as required.
- Acts as the primary liaison with financial institutions for the clinic's banking needs.
- Work closely with the off-site accountant to support preparation and review of monthly financial statements.
- Reviews quarterly financial reports prior to submission to Legal Aid Ontario (LAO).
- Ensures all disbursement payables are accurately recorded in CIMS and properly filed, keeping an organized record.

Compliance, Tax & Audit Reporting

- Supports HST and EHT filings as well as clinic tax processes in collaboration with the off-site bookkeeper and auditor.
- Calculates quarterly Workplace Safety and Insurance Board (WSIB) amounts. Prepares and submits quarterly WSIB reports and ensures all required payments are made.
- Supports the annual audit process, including preparation and organization of required documentation.
- Prepares and completes annual LAO/Clinic corporate liability insurance applications.



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Board Support

- Assists the Executive Director with preparation and distribution of Board meeting materials.
- Prepares monthly Board meeting agendas in accordance with the direction of the Executive Director and the Board of Directors.
- Serves as scribe and general administrative assistant for the Board.

Funding & Grant Administration

- Supports grant administration and reporting activities
- Prepares required financial reports for agencies providing NCLC with grant funding.
- Coordinates and compiles information needed for grant applications (statistics, financial data, supporting documentation).
- Assists with the submission of applications and reports
- Tracks grant deadlines and reporting requirements and compliance obligations

Minimum Hiring Requirements:

- Minimum of 3–5 years of office management and human resources experience in a legal environment or similar professional environment, with demonstrated knowledge of financial administration, benefits administration, and corporate compliance filings.
- University degree or college diploma in Business Administration, Human Resources, Office Administration or Legal Secretary diploma from a recognized institution. Equivalent knowledge and experience considered.
- Has demonstrable client service experience in a community organization, legal office, or in a non-profit setting
- Has great client service skills and shows the capacity to deal with challenging situations while handling sensitive and confidential information.
- Demonstrated ability to work effectively in a deadline-driven environment, manage competing priorities, and meet established timelines.
- Excellent organizational skills with strong attention to detail and accuracy.
- Excellent oral and written communication skills.
- Has good computer literacy skills (including but not limited to Word, Excel, Adobe Acrobat, QuickBooks) and the ability to adapt to new case management and other systems operated by legal clinics.
- Ability to work collaboratively as part of a team, as well as independently with minimal supervision when required.
- Ability to work effectively under pressure in a fast-paced environment.
- Commitment to the priorities of the NCLC Anti-Racism, Anti-Oppression, and Decolonization Action Plan, and to the development of a trauma-informed approach to NCLC operations.



Compensation:

The current annual salary for a new Office Manager at Niagara Community Legal Clinic is \$66,449.32.

The relevant compensation is established pursuant to the NCLC collective agreement, with reference to the Office Manager column on the pay grid.

Pursuant to the NCLC collective agreement, the Office Manager receives raises on each anniversary of service.

The current salary for an NCLC Office Manager with eight years of experience in the role is \$82,379.84.

Application deadline: July 3, 2026 – 4:30 PM.

Interested candidates should apply by submitting a CV, a cover letter, and two references by email to Anne Charette, Recruitment Specialist: annec@theburkegroup.com with the subject line: Application - Office Manager – Niagara Community Legal Clinic.