

# Toronto Financial District BIA

## Administration and Program Support Manager



### Organization Overview

The Toronto Financial District BIA (FDBIA) is an economic development and urban place management organization that represents businesses in Canada's premier financial centre. There are more than 200,000 jobs in the Financial District, an area that includes Union Station, the PATH underground walkway and the country's most prominent office towers.

The FDBIA ensures the Financial District is well-maintained, integrated, connected and accessible. We advocate for exemplary public places, the best available transit options, and a welcoming environment for businesses and employees. Online, the FDBIA showcases the daily activity of our vibrant businesses at [MyTOFD.com](http://MyTOFD.com) and [@MyTOFD](https://twitter.com/MyTOFD).

Our funding is received through a special levy on commercial real estate within our boundaries. Membership includes all commercial properties and businesses in the Financial District.

### Position Overview

As part of the FDBIA leadership team reporting to the Executive Director, the Administration and Program Support Manager manages all aspects of the FDBIA's administrative, HR and financial processes, prepares professional presentations, and supports all functional areas of the FDBIA team in execution of programs and activities.

The Administration and Program Support Manager ensures a professional, seamless operating environment where all tasks, meetings, and projects are undertaken according to policy and protocol. The Executive Director and other employees will rely on this role to oversee the scheduling, correspondence, contract management, program support, and office organization requirements of the FDBIA. Additionally, the Administration and Program Support Manager backfills during staff vacations and periods of significant activity.

This role requires a diplomatic, mature individual experienced in a fast-paced business environment involving the coordination of multiple roles and various stakeholders.

Key mandates of the FDBIA include member interaction and place management, and a minimum of three workdays per week in the FDBIA office is required.

### Major Responsibilities

- Manages and maintains HR, administrative, and financial processes and documentation for the organization including bank relationship and insurance renewals.
- Liaises with bookkeeper and auditor to ensure compliance with financial reporting requirements.
- Produces regular forecast and cash flow reports for Executive Director review.
- Assists Executive Director in annual budget and Business Plan preparation
- Manages administrative requirements of all departmental activities in cooperation with the Executive Director and other employees.

- Organizes Board meeting materials and packages, meeting arrangements, preparation of minutes, correspondence, and other items as needed.
- Prepares and organizes Annual General Meeting materials and execution.
- Oversees Request for Proposal (RFP) and contract administration process for all FDBIA contracts, including vendor pre-qualification, information distribution, and handling vendor requests to specification.
- Manages relationship with City BIA office and ensures FDBIA meets City requirements and deadlines.
- Administers IT contract and support to established standards.
- Administers adherence to approved IT and privacy policies and procedures.
- Administers human resources needs including coordinating new hire paperwork and training, coordination and administration of employee benefit plan, and responding to employee requests.
- Assists with staff and intern recruitment, hiring, and onboarding process.
- Provides administrative support to Executive Director.
- Maintains calendarization of internal and external meetings as required.
- Assists the Executive Director in development of internal operating policies, guidelines and processes as needed.
- Provides vacation and high demand coverage for all FDBIA activities and roles.

## Qualifications Required

- Degree in business administration preferred.
- Minimum 5 years of experience in a fast-paced operations and/or administrative role in a project-oriented environment.
- Strong proficiency in MS Office, with particular focus on Excel, Word and Power Point.
- Experience in developing budgets and professional presentations required.
- Experience in managing HR requirements, including administering benefits programs as well as assisting in the coordination of hiring and onboarding new team members.
- Experience involving interaction with senior business leaders and a wide range of organizational stakeholders.
- Exceptional writing, budgeting, contract management, and organizational skills.
- Able to work with minimal direction in managing team projects as well as in a solitary environment.
- Flexible hours and locations required to meet business needs. Available to work Downtown Toronto, from home, or other locations as required to suit business needs.

## Key Competencies

### *Flexibility*

Able to perform in a fast-paced business environment and respond to changing needs of Board, staff, and stakeholders.

### *Strategic awareness*

Awareness of objectives and budget of the organization in context of overall FDBIA administrative responsibilities.

### *Attention to detail*

Provides consistency in understanding and approach to policy and procedure, correspondence, meeting protocol, contract administration, and documentation.

### *Professionalism*

Able to handle day-to-day situations and relationships in a professional manner that reflects positively on the organization.

## Compensation

The salary for this position is \$75,000-80,000 annually, with eligibility for an annual bonus.

## How to Apply

Applications including cover letter and resume should be sent to [info@torontofinancialdistrict.com](mailto:info@torontofinancialdistrict.com) prior to Monday, November 18, 5:00 p.m.