



# Administration Officer

## ABOUT NORTH ISLAND MÉTIS

North Island Métis (NIMA) was founded in November 1996 to represent the interests of Métis people residing in northern Vancouver Island, from Black Creek to Cape Scott. NIMA's mission is giving voice for Métis people. Our vision is recognition as an essential partner in all decision making that impacts Métis people. We value:

- Bringing Métis people together in community
- Lifting up Métis people through service for all
- Providing enhanced care to those with the greatest need
- Enhancing the cultural knowledge of the Métis community
- Fostering good relations with the community at large
- Ensuring equity and inclusivity for all Métis people, regardless of their gender identity, expression, sexual diversity, ability, or socioeconomic background
- Cultivating a Métis community where every member thrives as part of a proud nation

## JOB OVERVIEW

NIMA is seeking a dependable, welcoming, and highly organized Administration Officer to support the day-to-day operations of the organization and provide direct administrative support to the Executive Director.

This role is central to the smooth functioning of the office. It includes front desk responsibilities, coordination of administrative systems, and support for organizational processes such as membership management, internal documentation, and governance-related work.

The Administration Officer will be responsible for maintaining accurate records, supporting consistent administrative procedures, coordinating office operations, and ensuring information flows effectively across teams. The role also provides key support to the Executive Director in the development and maintenance of policies, procedures, bylaws, and other organizational documents.

This position is well suited to someone who is detail-oriented, reliable, and comfortable working across multiple areas, including membership systems, program coordination, and internal operations. The successful candidate will be able to manage competing priorities, follow established procedures, and contribute to improving administrative systems over time.

This position is 30 hours per week at \$30/hour. It is a permanent position and includes extended health and dental benefits, as well as a pension plan. The position is available for an immediate start. The language of work is English. The work location is our main office at A123A – 740 Robron Road in Campbell River, BC.

## QUALIFICATIONS & EXPERIENCE

- Bachelor's degree
- Minimum one year of relevant administrative or office coordination experience
- Strong organizational skills with the ability to establish priorities, manage multiple tasks, and meet deadlines
- Demonstrated ability to apply and improve administrative procedures and systems
- High level of accuracy and attention to detail, particularly in records management and data tracking
- Strong written communication skills, with experience preparing correspondence, reports, or internal documents
- Proficiency in Microsoft Excel and other digital tools (Word, Google Suite), with the ability to manage tracking systems and organize data effectively
- Experience maintaining confidential information and handling sensitive documentation with discretion
- Experience coordinating office operations, administrative systems, or records management processes
- Experience supporting policy, procedure, or governance documentation (e.g., manuals, handbooks, bylaws)
- Familiarity with membership-based organizations, registration processes, or client intake systems is an asset
- Knowledge of NIMA and Métis Nation British Columbia (MNBC) processes, or the ability to learn and apply them quickly
- Working knowledge of Métis culture, history, and community context, or a demonstrated willingness to learn and apply this knowledge respectfully
- Ability to work independently while coordinating with multiple teams and maintaining clear communication

## RESPONSIBILITIES

### Office Administration & Operations

- Welcome and direct members and visitors; respond to telephone inquiries and provide accurate information or referrals.
- Provide administrative support by preparing correspondence, reports, presentations, training materials, and maintaining accurate records and documentation.
- Maintain and organize confidential records, including membership files, HR records, and organizational data systems (digital and physical).
- Review, evaluate, and implement administrative procedures, with a focus on improving efficiency and ensuring consistent office operations.

- Establish work priorities, ensure procedures are followed, and meet deadlines in a fast-paced environment.
  - Carry out administrative activities associated with the management of the organization, including front office coordination, internal communication, and documentation systems.
  - Coordinate and oversee administrative services such as office space, supplies, equipment, and front desk operations to support effective daily operations.
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### **Membership & Systems Administration**

- Understand and apply the application and renewal processes of NIMA and MNBC to provide accurate information, support members, and submit applications.
  - Organize, implement, and maintain systems to track membership applications, expirations, renewals, and status updates, using Excel and internal databases.
  - Conduct outreach to MNBC citizens and community members to support membership growth, welcome new members, and strengthen connection to NIMA.
  - Develop and maintain clear procedures and documentation for membership processes to ensure consistency and continuity.
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### **Executive Director & Governance Support**

- Manage scheduling for the Executive Director, including coordinating meetings, appointments, and follow-ups.
  - Coordinate Health Team appointments using the Jane App, including booking, confirmations, and client communication.
  - Provide direct administrative support to the Executive Director, including coordinating governance documentation, tracking revisions, and maintaining records related to policies, bylaws, and board materials.
  - Assist in the development, writing, implementation, and maintenance of administrative policies, procedures, bylaws, manuals, and operational frameworks.
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### **Program & Community Coordination**

- Communicate and coordinate with the Health Team, Program Team, Genealogist, and Accounting to support integrated service delivery and front office operations.
- Support program and event registration processes, including workshops, cultural events, and community sessions, ensuring accurate tracking and participant communication.
- Assist in organizing meetings, workshops, programs, and community events, including logistics, materials, and coordination.

North Island Métis  
A123A - 740 Robron Road, Campbell River, BC, V9W 6J7  
250-287-7417



- Create brochures, information materials, and staff training presentations to support programs, services, and internal processes.
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### Organizational & Cultural Knowledge

- Maintain working knowledge of NIMA programs, services, and community priorities.
  - Develop and apply knowledge of Métis history, culture, and community context, and maintain awareness of provincial Métis governance and service structures, including MNBC.
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### Office Environment

- Maintain a clean, safe, and welcoming office environment, including routine cleaning and organization of shared spaces.

### ADDITIONAL NOTES

- Candidates must be willing to work flexible hours – evening and weekend work as required
- Must provide a current Criminal Record Check
- Must hold a valid driver's licence and provide a current, clean driver's abstract
- Pursuant to section 41 of the BC Human Rights Code, preference will be given to applicants who are Métis, or other Indigenous

**Please submit a cover letter and resume with two references to [frontdesk@nimetis.com](mailto:frontdesk@nimetis.com) using the subject line "Administration Officer".**