

Office Manager Posted March 2026

Summary:

The Office Manager is a cornerstone of daily operations at Rosedale United Church and The Rosedale Centre, supporting our dual mission as both a place of spiritual life and a vibrant hub of community activity. Rooted in values of hospitality, care, and human flourishing, this multi-dimensional role integrates administration with exceptional front-line service, ensuring that all who enter our doors—whether for worship, community programs, rentals, or events—feel welcomed, supported, and well cared for.

This position requires a unique balance of structure and warmth. The ideal candidate is detail-oriented and efficient, yet approachable and service-minded, fostering an environment where hospitality and professionalism go hand in hand. Equally important is the ability to work in a digital workplace. Reporting to the Executive Director, this role will actively leverage technology to enhance efficiency, support data management, track finances, and deliver high-quality service in a modern, connected environment.

Key Responsibilities:

Member/Customer Service

- Welcome visitors and guests with warmth and professionalism, fostering a hospitable and inclusive environment
- Oversee the day-to-day operations of the main office and serve as the first point of contact for all inquiries
- Respond to email and phone inquiries within one business day, providing appropriate information or directing requests appropriately
- Manage all external usage requests by providing potential renters, wedding planners and funeral homes with date options, rates, written quotes, usage agreements, and invoices, ensuring payments are received in a timely manner
- Process all class registrations including the collection of participation information, tracking payments and providing instructors with class lists
- Assist with special event ticket sales and donations utilizing point-of-sale device and online transactions
- Oversee and populate the master calendar, ensuring accurate scheduling of worship services, rentals, programs, weddings & funerals, meetings, and events to avoid conflicts and maximize usage
- Maintain current master documents including forms, building schedules, contact lists, program materials, promotional brochures, etc.
- Assist in ensuring accurate content on the website
- Maintain a tidy, inviting, and well-organized front office, reception area and hospitality spaces
- Order and track inventory of office, worship, hospitality, and facility supplies

Database & Finances

- Proactively review all member and participant records in the database to ensure accuracy
- Enter all donations, rental income, registration fees, and ticket sales into the database daily
- Track and save all invoices for payment in a timely manner
- Process expense claim reimbursement forms for payment in a timely manner
- Assist with routine banking activities, including bank deposits
- Operate the point-of-sale terminal and program new items in the system
- Issue charitable donation receipts annually and coordinate all other member mailings
- Maintain confidentiality and security all personal and financial data in the office and online
- Maintain archive records and the storage of historical/financial files and maintain cloud-based electronic filing systems
- Assist with staff and contractor scheduling and payroll as needed

Administration

- Support the Ministry Team in preparing for worship, weddings, funerals, and seasonal services by preparing bulletins, securing additional staff, and managing service/ceremony logistics
- Support all major church and centre events by participating in pre-planning and attending functions
- Collaborate with volunteer committees on fundraising events, assisting with payment systems, float preparation, and revenue tracking
- Participate in staff monthly planning meetings to review upcoming priorities and deliverables
- Contribute to a supportive, collaborative environment by anticipating team needs and helping ensure smooth internal communication
- Work collaboratively with the Facilities Coordinator to identify property-related issues, collect building incident reports, follow insurance and health & safety protocols, and ensure a safe working environment

Work Environment & Physical Requirements:

- This position will report to the Executive Director
- This is an in-person position, working in the main office in an open workspace
- Regular work hours are Monday-Friday, 10:30am-6:30pm
- Evening and weekend work may be required to support special events, rentals, weddings, important deadlines or special worship service including Christmas Eve
- Must be able to perform light physical tasks, including lifting and moving office supplies (e.g., boxes of paper), assisting with occasional room setups (e.g., putting up tables and chairs, moving easels or signage), navigating stairs within a multi-level facility, and supporting hospitality needs (e.g., making coffee, post-event clean-up)
- Must be adaptable to frequent interruptions and irregularities in the work schedule
- Wear professional attire appropriate for front-line administrative role
- Undertake occasional short local trips (e.g., bank, post office, copy centre)

Experience & Education:

- Post-secondary education in non-profit administration, or a related field; equivalent experience may be considered
- Minimum of 5 years of experience working for a charity, non-profit organization, community centre or church, or similar donor/membership based association
- Experience with database or donor management systems
- Experience with accounts payable procedures and financial record keeping
- Experience with cloud-based file management
- Proficient in Microsoft Office and/or Google Workspace, with advanced skills in Word, Excel, and Adobe Acrobat Pro
- Experience with Canva and web editing an asset
- Satisfactory completion of a Vulnerable Sector Check
- Must be legally entitled to work in Canada on a permanent basis (i.e., not on a temporary work permit or visa)

Skills & Abilities:

- Strong administrative and time management skills, with the ability to prioritize and meet deadlines
- Excellent verbal and written communication, including the preparation of professional correspondence, quotes, contract, invoices, reports, rental agreements and meeting materials
- Proactive problem-solver with sound judgment and attention to detail
- Comfortable learning and adopting new digital tools to enhance workflow and service delivery
- Able to work both independently and collaboratively in a team-oriented environment
- Reliable, self-motivated, and committed to high standards of professionalism
- Positive attitude with a willingness to be helpful to all
- Handle sensitive financial and organizational information with discretion and sound judgment
- Exercises sound discretion and maintain confidentiality, with a clear understanding of appropriate boundaries in an open office environment, including what is suitable for email, phone, or informal conversation and avoid speculation or repetition of sensitive comments or information

Employment Terms & Compensation:

- Job Type: Full-time, on-site
- Schedule: Monday to Friday, 10:30 a.m. – 6:30 p.m. (40 hours per week)
- Compensation: \$60,000–\$70,000 per year, commensurate with experience
- Pension & Benefits: Available after a 3-month probationary period

Apply:

Please submit your application through Indeed at <https://ca.indeed.com/job/office-manager-8d032ecb19e331fb>