

**CLEO**Community Legal Education Ontario
Éducation juridique communautaire Ontario

Organization:	CLEO (Community Legal Education Ontario)
Job type:	Operations Coordinator Full-time, permanent position
Location:	Toronto, Ontario

CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario)

(www.cleo.on.ca) is a charitable, non-profit organization and legal clinic that provides information and resources for people and communities that face barriers to participating in the justice system (including low income, racial background, literacy, language, culture, disability, and accessibility). For 50 years, CLEO has built a strong reputation for producing and disseminating high quality, effective public legal education and information in digital, print, and other formats.

CLEO is seeking an **Operations Coordinator** to coordinate a diverse range of systems and activities to support program and administrative teams at CLEO. We are seeking someone who:

- possesses good technical skills and knowledge
- is very organized and systems-oriented
- enjoys working collaboratively
- is a good communicator and clear writer

The Operations Coordinator will report to the Executive Director and work closely with several members of the CLEO staff team. This is a full-time, hybrid position that requires a minimum of 2 days per week in the office (3 days work from home).

The ideal candidate will possess talents in a range of administrative areas. They will have a strong affinity for work in databases and office systems and processes. They will be comfortable with IT systems and bring a creative and pragmatic approach to problem-solving.

If you are organized, have a keen eye for detail, good people skills, and want to put your tech-savvy skillset to work in support of social justice, we encourage you to apply!

Key responsibilities include:**Information Technology Systems**

- Be CLEO's organizational expert and provide support and training on several IT-related areas such as Microsoft 365 Teams, SharePoint and other apps, filing systems and protocols, and other commonly used, office-related apps and programs
- Develop systems and trainings in these areas to facilitate their use by CLEO staff
- Research software applications, automation and collaboration functions – and make recommendations to CLEO's management team about their potential use



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- Liaise with CLEO's IT support consultants to ensure stable IT infrastructure, networks, servers, and IT security, as well as troubleshooting IT issues experienced by staff
- Oversee CLEO's contacts database (CiviCRM) to ensure consistent use across the organization
- Provide back-up support for webinars and website management on an occasional basis

Human Resources

- Administer group and pension benefits plans, including staff enrolment, liaison with carriers, responding to staff enquiries, and assisting with annual renewals
- Administer CLEO's HRIS (human resources information system), including setting up staff enrolments, time-off and timesheet modules, maintaining accurate and updated staff information and compliance with the HRIS processes
- Assist with CLEO's recruitment and hiring processes
- Play a key coordinating role in new staff orientation and onboarding
- Act as a point of contact and resource on CLEO's policies, guidelines and procedures affecting staff

Executive Support

- Support the Executive Director in various areas of work, including some communications drafting/writing
- Carry out support to the Board of Directors and Board Committees, including functions such as coordinating meetings, correspondence, meeting materials preparation and taking minutes at Board meetings
- Opportunity to work on various special projects and organizational initiatives

Office and facilities

- Assist with ordering, managing and troubleshooting office equipment/supplies
- Liaise with the facilities/property management
- Coordinate CLEO's annual insurance application and certificates
- Monitor CLEO's organizational voicemail and inbox and triage inquiries

General

- Participate in CLEO team activities, training and other organizational initiatives
- Other duties as assigned

Key Relationships:

- Reports to the Executive Director
- Works closely with and takes direction from the Finance and Administration Director
- Works collaboratively with CLEO staff, providing expertise and coordination on operational systems and functions

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- Post-secondary degree or diploma in a field related to the job responsibilities
- 2+ years of related experience in IT- and admin- related functions, and coordinating and managing processes and systems
- Must have experience and skill in Microsoft 365 Teams/SharePoint and other MS365 apps
- Knowledge and experience with CiviCRM and other common apps and software (like Adobe Acrobat, Wordpress, and Canva) would be a strong asset
- Ability to support colleagues with understanding technology and processes, including training, and working with external vendors
- Superior analytic, organizational and problem-solving skills
- Excellent attention to detail and precision in work
- Strong communication and relationship building skills
- A multi-tasker with the ability to wear many hats and manage competing priorities

CLEO is committed to equitable employment and hiring practices. We are dedicated to building an organization that reflects the diversity of the communities we serve, including diversity in race, culture, languages spoken, abilities, sexual orientation and gender identity. We encourage applications from Indigenous Peoples, Black and racialized persons, persons with disabilities, and people of diverse sexual and gender identities. We value applicants who have demonstrated a commitment to equity, diversity and inclusion and recognize that diverse perspectives, experiences, and expertise are essential to strengthening our organization. We will provide accommodation during the hiring process upon request and all information is treated confidentially.

Starting salary range: \$55,000 to \$70,000, commensurate with experience. CLEO also offers health and dental benefits, and CLEO staff are eligible to participate in the OPTrust pension plan.

To apply:

Please forward the following documents in PDF format:

- your resume
- a cover letter

Please include the above documents in an email with **“Operations Coordinator”** in the subject line by **Tuesday, February 6, 2024** to: info@cleo.on.ca

Thank you to all applicants for their interest in the position. Only candidates selected for an interview will be contacted.