

# Position Description – Contract Management Support Specialist (Employment Ontario)

## Position Description

<b>Position title</b>	Contract Management Support Specialist
<b>Location</b>	Remote – Ottawa
<b>Reports to</b>	Director of Operations
<b>External Collaborators</b>	Funder, Service Providers, Vendors
<b>Travel requirements</b>	As needed

## Position purpose

As the Contract Management Support Specialist, you are an integral part in supporting the Contract Management team with a range of responsibilities including the coordination and administration of contractual requirements with Service Providers to ensure positive performance and compliance. You bring exceptional technical skills, resourcefulness, business experience, and work effectively independently and with the organization's internal and external stakeholders. You also prepare and analyse reports, work to continually improve systems and processes to maximize program efficiency, effectiveness, and productivity in support of enhanced client outcomes.

## Success measures

<b>Customer/Community Collaborator Satisfaction</b>	<ul style="list-style-type: none"> <li>• Achieve a high accuracy rate in maintaining up-to-date contact information for all key partners in the database. Consistently establish and maintain regular communication with key partners on a regular basis</li> <li>• Successfully coordinate and participate in all collaborative events or meetings with community partners.</li> <li>• Receive positive feedback from community collaborators regarding the effectiveness and professionalism of the liaison efforts.</li> <li>• Provide unparalleled service that is welcoming, safe, and professional and ensures that client privacy is protected</li> </ul>
<b>Compliance / Risk Management</b>	<ul style="list-style-type: none"> <li>• Thorough review of performance and contractual compliance with consistent monitoring to meet organizational standards and requirements.</li> </ul>

## Core Responsibilities:

<b>Contract Management &amp; Performance</b>	<ul style="list-style-type: none"> <li>• Perform administrative tasks and provide general support for the Contract Management team</li> <li>• Draft communications to external partners in both official languages</li> <li>• Coordinate logistics and provide administrative support for events (in-person and virtual)</li> </ul>
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	<ul style="list-style-type: none"> <li>Organize file management and improve efficiencies in document storage infrastructure</li> <li>Prepare and analyze reports and share with the appropriate team members</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>Contribute to continuous improvement efforts by supporting and assisting the Contract Management team with efficiency and effectiveness initiatives</li> <li>Work to continually improve organizational systems and process to maximize program efficiency, effectiveness, and productivity in support of enhanced client outcomes</li> </ul>
<b>Compliance / Risk Management</b>	<ul style="list-style-type: none"> <li>Review reporting and monitor performance and contractual compliance</li> </ul>
<b>Partner Relationships</b>	<ul style="list-style-type: none"> <li>Act as the internal contact and maintain key partner contacts database and relationships</li> <li>Liaise with key collaborators on behalf of the organization</li> </ul>
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

## Capabilities and experience

- Bilingual (English and French)**
- 3+ years' experience in office management or administration
- Previous experience in a service-related industry; experience in Employment Services an asset
- Ability to manage multiple priorities and deadlines in a fast-paced environment
- Excellent customer service, diplomacy, and interpersonal skills
- Able to maintain composure during difficult and high-pressure situations
- Must be able to work independently with minimal supervision
- Excellent communication skills
- Above average administrative and organizational skills
- Solid problem solving, prioritizing, and multi-tasking skills
- Strong digital literacy including social media and advanced Microsoft Office skills, with a focus on Excel
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a criminal record check
- Flexibility: able to work in different locations and travel as required



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

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