

Position Description – Business Support Specialist (Employment Ontario)

Position Description

Position title	Business Support Specialist
Location	Hybrid
Reports to	Director of Operations/Chief Operations Officer
Travel requirements	As needed

Position purpose

The Business Support Specialist (BSS) provides comprehensive administrative and operational support across multiple departments to ensure smooth and efficient business processes. This role is responsible for coordinating events and communications, maintaining systems, and supporting training, reporting, and documentation activities. The OSS acts as a central resource for cross-functional teams, promoting consistency, organization, and operational excellence throughout the organization.

Success measures

Customer/Community Collaborator Satisfaction	- Builds strong, responsive relationships with internal teams, Service Providers, and external partners through timely and effective communication. - Provides accurate, professional, and solution-oriented support to all stakeholders. - Demonstrates reliabilities, follow-through, and attention to detail that contributes to overall partner and team satisfaction.
Operational Performance	- Ensures operational processes, documentation, and systems are accurate, organized, and up to date. - Coordinates events, logistics, and communications efficiently and within established timelines. - Identifies and implements opportunities to improve workflow, increase efficiency, and maintain high-quality standards across all areas of responsibility.
Program Outcomes	- Supports the successful delivery of program and organizational objectives by providing consistent administrative and operational support. - Contributes to the timely and accurate completion of reporting, data management, and event deliverables. - Enhances team effectiveness by ensuring systems, communication channels, and documentation processes directly support program success.

Core Responsibilities:

Operational Coordination and Process Management	Coordinate and support day-to-day operational activities across departments to ensure consistent and efficient processes.
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	• Manage internal systems including Power BI, Microsoft, and SharePoint for tracking, reporting, and document organization. • Maintain contact lists, shared inboxes, group calendars, and event folders to ensure accessibility and version control. • Support the development, implementation, and maintenance of WCG operational processes and procedures. • Collaborate with management to streamline workflows and enhance efficiency.
Event, Meeting, and Communication Support	• Plan, organize, and coordinate internal and external events, including SPN and WCG conferences, training sessions, and job fairs. • Manage logistics such as hotel and flight bookings, booth setup, registration, sponsorships, and on-site support. • Oversee communication with the Service Provider Network (SPN) through emails, portal posts, and success story coordination. • Provide interpretation and accessibility coordination (e.g., ASL, French).
Training and System Administration	• Demonstrated proficiency in SharePoint management, including organizing, maintaining, and optimizing document libraries and team sites. • Facilitate onboarding and ongoing training for staff in areas such as system use (SharePoint, MS Teams, shared calendars), process navigation, and inbox management. • Provide technical and administrative support for system setup and updates. • Manage and maintain key platforms in collaboration with other departments (including SPN Portal and WCG management systems, ensuring accurate file uploads, document control, portal communication).
Administrative and Cross-Departmental Support	• Process and track expenses, manage personal and shared inboxes, and maintain organized digital filing systems. • Support multiple teams – including Procurement, Employer Engagement, Social Assistance, Marketing, Operational Excellence – with ad-hoc requests and cross-functional projects. • Assist in the preparation, revision, and upload of performance documentation. • Contribute to special projects, research initiatives, and organizational communications as required.
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Capabilities and experience

- 3+ years' experience in office management or administration
- Previous experience in a service-related industry; experience in Employment Services is 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

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- Demonstrated proficiency in SharePoint management, including organizing, maintaining, and optimizing document libraries and team sites.
- 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.