**JOB DESCRIPTION**

Position: **Team Lead**

Job status: **Part time**

**Key attributes:** strong leadership skills, strong organisational skills, dependability, energetic, versatile, outstanding communicator (written and oral), problem solver, integrity, strong relationship building, customer service skills, delegation of tasks, willingness to learn / take further training, able to move tables and chairs, perform light janitorial duties.

**Accountability:** The Team Lead reports to the chair (or designate) of the Building Admin Committee, and is accountable for facility operations.

The Team Lead will oversee the effective day-to-day operations of our community facilities. Excellent organisational and leadership skills are required to build efficient systems, and quality relationships with all community stakeholders, including staff.

**Duties:**

* + Operation of facilities and equipment
  + Leadership and direction of staff
  + Development, planning, delivery and evaluation of Programs and Services
  + Operations and administration Procedures
  + Ensure alignment of operations with the ECA Mission, bylaws, policies and procedures, as well as compliance with all government legislation, regulations, guidelines pertinent to the ECA’s role as an employer and not-for-profit society
  + Communication with staff, Board, Members, Volunteers and residents including both written and verbal reports, articles posted to the website, social media and the newsletter.
  + Marketing, evaluating outcomes and Human Resources management.
  + Will work with BAC in development and implementation of annual operating and capital budget
  + Ensure quality customer service, including interacting with building users, renters, et.al., answering enquiries, and effectively handling complaints. Our staff is the face of our community.
  + Communicates ECA goals, safety practices, and deadlines to team.

**Proficiencies**

* Computer literacy including Microsoft Office software and Google Drive.
* Strong knowledge of office systems.
* Demonstrated skills in leadership, facility management and organisational systems.
* Proficiency in event / program planning, execution and evaluation.
* Excellent communication skills, both written and oral.
* Capability in use of social media applications and messaging, or willingness to learn.
* Physically able to do light custodial work including cleaning, moving tables and chairs, snow shovelling.
* Knowledge of community or willingness to learn.
* Experience in working with a not-for-profit would be a plus.
* Enjoys working with people.
* Customer relations and salesmanship.
* Proficiency, through strong leadership and coaching skills, in supporting a team of staff and volunteers.