

## Office Manager (Multi-Office Coordination)

<b>Role</b>	<b>Operations Manager</b>
<b>Reports To</b>	<b>Director, Finance and Administration</b>
<b>Location</b>	<b>Any of our 3 offices in Tillsonburg, Woodstock and Delhi, ON</b>

### Overview

Bossy Nagy Group is a growing, well-established Professional Services firm specializing in the provision of public accounting and business advisory services in Southwestern Ontario. We strive to provide our clients with nothing less than exceptional service, and each of our Team Members takes personal pride in helping our clients build better businesses.

BNG is seeking a highly organized and proactive Office Manager to oversee the daily operations of all three offices. This role is responsible for ensuring efficient office procedures, monitoring the allocation and progress of assigned work, supporting the leadership team, coordinating interoffice communication, assisting with onboarding new team members, and contributing to a positive, professional work environment across locations.

A competitive compensation and benefits package will be offered. The candidate may be assigned to any of our three locations in Tillsonburg, Delhi and Woodstock, factoring in proximity to the candidate's home.

### Key Responsibilities:

#### Operations & Administration:

- Oversee and coordinate the daily operations of all three office locations, including managing and monitoring the progress of assigned work in coordination with Team Managers
- Ensure consistent and efficient administrative and operational support.
- Develop and implement standardized office procedures, workflows, and operational policies to streamline processes and maintain firm-wide consistency (e.g., Portal, T4, T5, T5013, T1)
- Streamline scheduling and file allocations across three offices. Management of related deadlines for T1, T2, T4, T5, etc.
- Serve as the primary point of contact for facilities management, vendors, and general administrative matters.
- Manage office supply inventory, equipment maintenance, and vendor relationships across offices.
- Oversee and support the Directors, First Impressions and Operations Support team

### Onboarding and Team Support

- Assist with onboarding, orientation, and training of new administrative and Operations Support team members at all locations.
- Coordinate staff schedules, track time off, and coordinate temporary staffing needs during peak periods.
- Support employee engagement initiatives and firm events across offices.

### Invoicing and Reporting

- Oversee the timely and accurate invoicing of BNG's professional services, in accordance with established procedures and in coordination with the Finance Administrator
- Seek opportunities to improve the efficiency and effectiveness of existing processes
- Monitor office-related expenses and assist in developing the annual administrative budget.

### Interoffice Communication & Coordination

- Schedule and coordinate full-team meetings, events, and interoffice communications.
- Serve as a liaison between the three offices, ensuring consistent communication and application of BNG's policies.

### Qualifications

- Bachelor's degree in Business Administration, Management, or related field preferred.
- 5+ years of office management experience, preferably in a public accounting, professional services, or legal environment.
- Experience managing multi-office operations is an asset.
- Strong organizational, interpersonal, and problem-solving skills.
- Excellent written and verbal communication abilities.
- Proficiency with Microsoft Office Suite.
- Ability and willingness to travel between office locations as needed.

### Key Competencies

- Professionalism and discretion in handling confidential information
- Proactive, positive leadership style and decision-making ability
- Strong attention to detail and organizational skills
- Ability to manage competing priorities in a deadline-driven environment
- Collaborative team player with a service-oriented mindset
- Ability to energize the team and create a positive culture