

Job title	Office Administrator
Reports to	CEO

Introduction

Tourism Canmore Kananaskis (TCK) is the official not-for-profit Destination Management Organization for the area's tourism industry. Our goal is to increase overnight visitation, with a particular focus on winter and spring, by promoting the destination to high-value visitors. We promote attractions, accommodations, restaurants, events, and businesses in the area directly to consumers, while also leveraging international travel trade and media channels.

A major focus of our strategy is a triple bottom line approach to ensure sustainable tourism development. This approach considers economic (Profit), environmental (Planet), and social (People) factors to create a more holistic view of success.

Job purpose

The Office Administrator supports Tourism Canmore Kananaskis' daily operations by providing administrative support, maintaining records and office systems, coordinating logistics and meetings, and assisting with basic Board administration. The role ensures efficient internal operations and a welcoming office environment.

Key Responsibilities

Office Administration & Operations

- Provide general administrative support to the team, including correspondence, inbox monitoring, phone coverage, and mail handling
- Microsoft and software administration, including managing of licenses and setup of user accounts
- Procurement and ordering of office supplies
- Room booking coordination and general office logistics
- Day-to-day office operations, including maintaining a clean and welcoming workspace
- Connect with IT support as necessary
- Assist with recruiting and onboarding

Records, Systems & Documentation

- Digitize and maintain organization files in approved systems
- Support accurate recordkeeping across all systems
- Assist with documenting and updating company SOPs
- Assist with audit and grant reporting
- Assist with maintaining the CRM and other databases

Meetings, Scheduling & Coordination

- Coordinate scheduling and logistics for staff meetings and events
- Prepare and distribute agendas, reports, presentations, and meeting materials
- Take meeting minutes and distribute as required
- Complete bookings and business travel arrangements for leadership and staff

Entry-Level Board Support

- Assist with scheduling Board and committee meetings and preparing materials under direction
- Provide logistical support for Board meetings
- Assist with organizing and maintaining Board-related documents and records

Other duties as assigned

Required Qualifications

- Minimum 1 year working in an office environment and/or related role
- Excellent communication and time-management skills
- Exceptional attention to detail
- Proficiency with Microsoft Office Suite, SharePoint, and Windows
- Experience utilizing task management software (Asana or similar) is an asset
- Familiarity with basic bookkeeping and operational workflows
- Ability to thrive in a fast-paced, entrepreneurial environment
- Ability to multitask and prioritize tasks effectively
- Strong interpersonal skills and professional discretion
- Ability to handle sensitive and confidential information with professionalism and discretion
- Previous board experience an asset

Working Conditions

Location

Situated in Treaty 7 Territory amidst the awe-inspiring landscapes of Canmore and Kananaskis, this role isn't just a job; it's an invitation to be an integral part of our vibrant mountain community. We are seeking a candidate who shares a connection with the Bow Valley. This is an opportunity to contribute to the story of Canmore and Kananaskis while being immersed in the very surroundings that make our destination extraordinary. As such, preference will be given to candidates residing in the Bow Valley region, as we believe that the best storytellers are those who live and breathe the mountain lifestyle every day.

Diversity, Equity & Inclusion

Tourism Canmore Kananaskis is strongly committed to employment equity within our community and to recruiting a diverse team of staff. We encourage applications from people of all races, ethnicities, genders, sexual orientations, gender identities, gender expressions, socio-economic backgrounds, ages, religions, and national origins.

TCK is an equal opportunity employer and welcomes applicants who identify as part of equity-seeking groups. We value a wide range of skills, experiences, and perspectives, and encourage all qualified candidates to apply.

We are working to reduce barriers for applicants and team members from equity-seeking groups. If you require accommodations during any stage of the application or hiring process, please contact hr@explorecanmore.ca or 1-855-678-1295.

How to Apply

Please apply by sending your resume and a cover letter outlining your interest in the role and relevant experience to hr@explorecanmore.ca.

