



## Administrative Services Manager

**Posted by:** RA Migration INC

**Posting date:** 16-Jan-2024      **Closing date:** 21-Jul-2024

**Education:** Bachelor's degree

**Language:** English

**Job location:** Welland

**Salary:** \$47.12 Per Hour

**Years of Experience:** 2 years

**Vacancy:** 1

**Job Type:** Full Time

**Job id:** CAJ2161533

Expired

### Job description:

NOC: 10019 – Other administrative services managers

30-35 Hours / Week

Job Summary:

We are looking for an experienced Administrative Services Manager to join our team at a leading Canadian Immigration firm, serving as the Director's right-hand. This pivotal role requires a seasoned professional with prior experience in Canadian immigration services. You'll be responsible for overseeing firm operations, including records management, finance, human resources, and ensuring client satisfaction. Your role is crucial in maintaining operational excellence and regulatory compliance. You will manage staff, liaise with various departments, oversee budgets, and prepare reports. This position is ideal for a dynamic,

service-driven individual ready to make a significant impact in a fast-paced environment.

Administrative services manager duties:

- Plan, organize, direct, control and evaluate the operations of an Immigration firm providing several immigration legal services
- Direct and advise staff engaged in providing records management, security, finance, purchasing, human resources or other administrative services.
- Perform operation quality control to ensure the due dates are met and provide reports to the upper management level accordingly.
- Monitor the immigration files administration software to ensure all the data are always up to date and the clients are well informed.
- Maintain client relations of the company by supervising the client service department and make sure the clients are always well informed and satisfied of the service.
- Coordinate with the marketing department and the client service department to fulfill the demands of the clients and ensure the continuous follow up and marketing offers.
- Manage and coordinate business to business relationships with all the educational institution partners and agents of the firm abroad.
- Direct and control CICC regulatory compliance procedures within the establishment
- Plan, administer and control budgets for contracts, equipment and supplies.
- Prepare reports and briefs for management evaluating the business services.
- Interview, hire and oversee training for staff.

Job Requirements:

This position demands a proactive and dedicated individual who can navigate the complexities of immigration services while ensuring compliance and client satisfaction.

1. Educational Qualification: Bachelor's degree in Business Administration or a related field.
2. Experience in Canadian Immigration Firm work: At least one year of experience working as a manager or director in a Canadian immigration firm.
3. General Business Management Experience: Minimum of two years of experience in the business management field.
4. Knowledge of Regulatory Code of professional Ethics: Familiarity with the College of Immigration and Citizenship Consultants' regulatory code of ethics.
5. Client Account Management Skills: Proven ability in managing client accounts effectively.
6. Understanding of Agent and Advertisement CICC Regulations
7. Proficiency in Immigration File Management Software: Experience with immigration file

management systems such as; Officio and Clio.

8. Familiarity with Canadian Immigration Government Portals: Proficient in using Canadian immigration government portals for various case types.

9. Excellent Organizational Skills: Ability to manage multiple tasks and projects simultaneously with a keen attention to detail.

10. Strong Communication Skills: Excellent verbal and written communication skills, essential for team management and client interactions.

11. Problem-Solving Abilities: Capable of identifying and resolving issues efficiently, ensuring smooth operations.

12. Leadership and Team Management: Proven leadership skills with experience in managing and motivating a team towards achieving organizational goals.

13. Adaptability and Flexibility: Ability to adapt to changing environments and manage challenges effectively.

14. Client Relationship Management: Skills in building and maintaining strong, long-lasting client relationships.

15. Proficiency in English is essential for this role. Additionally, fluency in a second language such as French, Mandarin, Urdu, or Arabic will be considered a significant asset, as we operate in an international environment and serve clients from around the globe. Being able to communicate with clients in their native language can enhance efficiency and client relations.

### **Experience and specialization**

Computer and technology knowledge

MS Office

MS Outlook

Quick Books

MS Excel

MS Word

MS Windows

File management software

### **Area of work experience**

Immigration

Business administration/management

### **Additional information**

Security and safety

Criminal record check

**Work conditions and physical capabilities**

- Fast-paced environment
- Work under pressure
- Tight deadlines
- Attention to detail
- Large caseload
- Large workload
- Personal suitability
- Accurate
- Efficient interpersonal skills
- Excellent oral communication
- Excellent written communication
- Flexibility
- Judgement
- Organized
- Team player
- Values and ethics
- Time management
- Initiative
- Creativity

**Health benefits**

- Health care plan

**Financial benefits:**

- Bonus

To apply for the job, please send your resume along with a cover letter and a letter of experience from your previous employer to the following email address: [rami@ramigration.ca](mailto:rami@ramigration.ca)

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