

## Operations and Administrative Officer

NOC: 13110

Type: Remote (Within Canada), 25 hours a week

Salary Information: \$22.00 to \$28.00 per hour

### General:

Kai Analytics is a data analytics and survey research consultancy headquartered in Vancouver, B.C. Our clients benefit from sentiment insights that highlight human narratives to support innovative and data-driven decision making. Since 2023, [G2](#), a leading industry ranking website, has been featuring Kai Analytics as a leader in its business intelligence consulting space.

### Responsibilities

The Operations and Admin. Officer will work closely with the CEO and the Communications and Proposals Manager to support general office administration and coordination, human resources processes, and other operational tasks in Canada and globally. The officer may also work with other team members to ensure that company activities are high quality and adhere to partner agency standards and policies.

#### Office Management:

- Answer telephone and relay telephone calls and messages.
- Maintain and update records, documents, inventories, and databases.
- Draft and maintain operational processes.
- Manage office operation (supplies, orders & deliveries, travel logistics, etc.).

#### HR Management:

- Prepare and manage contracts and HR documents on the advice of the corporate lawyer.
- Payroll: onboard and outboard team members, prepare bi-monthly payroll, timesheets, and follow-up employee concerns.
- Handling regular personnel-related activities: sick leaves, absence logs, etc.

#### Financial Tasks:

- Prepare invoices and request for payments.
- Respond to request from corporate bookkeeper and accountant.

#### Other activities:

- Stay up-to-date with company projects and initiatives.
- Conducting desk research to support RFPs, TORs and grant applications.
- Record and prepare minutes of meetings.
- Assist with other administrative tasks as required.

## Essential Qualifications

Candidates will initially be screened against the Essential Qualifications relating to education, language and experience. Please clearly demonstrate when applying to the position how you meet each of these essential qualifications.

### Education:

Candidates will be required to provide proof of the completion of their education.

- Bachelor's or equivalent degree from a recognized university in a field related to the position, including but not limited to: Sociology, Human Resources, Project Management, English; or
- An acceptable combination of education, training and work experience.

### Language:

- Advanced fluency in English (oral and written).

### Experience:

- A minimum of six months of employment experience in office administration, administrative support, human resources, or project management.
- Experience using Cloud-based work tools such as Microsoft Office 365, Google Workspace, Zoom, Slack, etc.
- Experience using human resources management software.
- Experience using administrative software for invoicing or timesheet software.

### Competencies:

- Showing initiative and being action-oriented
- Effective communication
- Excellent client service
- Focus on quality and details
- Organization and coordination

### Abilities:

- Ability to communicate effectively orally and in writing
- Ability to adapt to/learn quickly new work and processes
- Ability to conduct research, analyze information, make recommendations and draft briefs/correspondence.
- Ability to be organized, prioritize work and meet deadlines.
- Ability to work effectively within a team, independently, with supervisors and external stakeholders.

## Asset Qualifications

Preference may be given to candidates who meet the Asset Qualifications. Where applicable, candidates must clearly demonstrate how they meet any asset qualifications.

- Fluency in one or more of the following languages (oral, written, comprehension): Japanese, Chinese (Traditional or Simplified), Russian, Arabic, French or Spanish.
- A university, college degree or post-secondary equivalence.
- Experience working internationally or on projects spanning multiple time zones.
- Experience working with database management.
- Experience with light graphic work (e.g. Canva, Figma, Affinity, Illustrator, etc.).
- Knowledge of social media platforms.

### **Operational Requirements**

- Working hours: 25 hours per week, Monday to Friday (5 hours per day).
- May be required to work overtime.
- May be required to work outside normal hours (i.e. early mornings or late evenings).
- This is a remote-based (virtual) role.
- May be required to meet in-person, in which case transportation and accommodations will be reasonably covered by the company.

### **Conditions of Employment:**

Conditions of employment must be met or complied with before being appointed to a particular position, and are to be maintained throughout the employment while being the incumbent of this position.

- Valid work authorization: Ability to obtain and hold a valid work authorization covering the entire employment period.
- Successfully complete and pass cybersecurity training certification within two-weeks of starting the position; renewed annually.

### **To Apply:**

Please send your resume and motivation letter with reference "NOC 13110" to the following email: [hr@kaianalytics.com](mailto:hr@kaianalytics.com). This position will remain open until filled.