

Wigwamen Incorporated



Job Description

CORPORATE SERVICES MANAGER			
Position Status:	Full-Time	Location:	Head Office
Reports To:	CEO / COO	Team:	Corporate Services

Position Overview:

Wigwamen Incorporated is a long-established Indigenous non-profit housing provider serving the Toronto community since 1972. We are seeking an experienced **Corporate Services Manager** to play a central role in supporting our leadership, strengthening internal systems, and ensuring the organization runs smoothly, professionally, and in alignment with legislative and governance requirements.

This is a **senior coordination and operations role** that works closely with the Chief Executive Officer, and Chief Operating Officer. It is ideal for someone who enjoys bringing structure to complexity, supporting leadership decision-making, and ensuring that policies, systems, and internal practices are practical, well organized, and consistently applied.

Note: This role focuses on corporate services, administration, and internal systems. It does not include responsibility for organizational finance, which is led by the Director of Finance.

Key areas of responsibility

Executive & Board Support

- Provide senior administrative and coordination support to the CEO and COO, including correspondence, briefing materials, reports, and follow-up tracking
- Organize and summarize information to support executive and leadership decision-making
- Coordinate Board operations, including meeting schedules, Board packages, records management, and meeting logistics
- Attend Board meetings, as required, to support documentation and follow-up
- Coordinate internal staff communications on behalf of leadership

Organizational Policies & Practices

- Lead the development, review, and maintenance of organizational policies and administrative practices, including HR-related policies
- Ensure policies are clear, practical, compliant with legislation, and aligned with organizational direction
- Prepare policies and procedures for leadership review and approval
- Coordinate communication and implementation of approved policies
- Support identification of priority training needs in consultation with leadership

Privacy & Information Management

- Serve as Wigwamen's designated **Privacy Officer**
- Develop and maintain practical privacy and confidentiality procedures
- Support staff understanding of privacy, confidentiality, and appropriate information-handling practices

Human Resources Systems & Administration

- Create, implement and maintain a Human Resources Information System (HRIS)
- Coordinate employee records, personnel files, and HR documentation
- Take a lead role in hiring, including posting positions, reviewing resumes, arranging and attending interviews, and screening and selecting candidates
- Prepare employment letters, contracts, and related documentation
- Coordinate onboarding and offboarding processes
- Support benefits administration and liaise with benefit providers
- Provide HR policy guidance and administrative support to the CEO/COO

IT Systems & Technology Coordination

- Act as the internal liaison with Wigwamen's managed IT service provider
- Coordinate system access, equipment, and setup for staff onboarding, role changes, and departures
- Manage procurement, inventory, and lifecycle tracking of IT equipment

Health & Safety Coordination

- Serve as management liaison to the Health & Safety Representative
- Coordinate health and safety documentation, training records, inspections, and compliance tracking
- Support required reporting and follow-up actions

Office Operations & Administrative Coordination

- Coordinate day-to-day office operations and internal administrative workflows
- Support administrative staff through work planning, task coordination, and performance support
- Manage corporate service contracts, including insurance, office equipment, and benefits administration
- Support effective records management practices to ensure information is organized, secure, and accessible

Other

- Participate in staff meetings, training, and organizational activities
 - Perform other reasonably related duties as required
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Qualifications & experience

- Post-secondary education in business administration, human resources, or a related field, or equivalent experience
 - Significant experience in corporate administration, office management, or corporate services
 - Demonstrated experience supporting senior leadership and Boards of Directors
 - Experience coordinating HR systems, policies, and administrative practices
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Key competencies

- Strong organizational, planning, and coordination skills
 - High attention to detail, accuracy, and follow-through
 - Ability to manage multiple priorities and deadlines
 - Sound judgment, discretion, and respect for confidentiality
 - Clear and professional written and verbal communication skills
 - Ability to work collaboratively across teams and functions
 - Respect for Indigenous cultures, histories, and perspectives, with a willingness to learn and grow in alignment with Wigwamen's values
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Working conditions

- Office-based role with regular interaction with leadership, staff, and Board members
 - Regular use of standard office and information systems
 - Hours of work may vary occasionally to support governance and organizational needs
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Compensation:

This is a newly created position. The salary range for this role is **\$70,000–\$90,000**, plus a comprehensive benefits package. Salary placement within the range will be based on the successful candidate's relevant experience, skills, and demonstrated competencies, and will reflect internal equity.

How to apply

Submit your cover letter and resume to jobs@wigwamen.com by Monday, March 2, 2026.

This job description describes the general nature and level of work performed and may be updated from time to time.