

# Wigwamen Incorporated



## Job Description

CORPORATE SERVICES MANAGER			
<b>Position Status:</b>	Full-Time	<b>Location:</b>	Head Office
<b>Reports To:</b>	CEO / COO	<b>Team:</b>	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.

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### 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.

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## How to apply

Submit your cover letter and resume to [jobs@wigwamen.com](mailto:jobs@wigwamen.com) by Monday, March 2, 2026.

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