

9-8-8 call or text

National Suicide Crisis Helpline

310-6789

BC Mental Health & Crisis Response

Job Announcement

Job Title: **Coordinator, Administration & Operations**
Reports to **(Role): Director of Finance & Administration**

The Crisis Centre of BC

The Crisis Centre of BC is dedicated to providing help and hope to individuals, organizations, and communities.

Our offices are located on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh nations. We have been in operation since 1969.

Spanning the spectrum of crisis support, suicide prevention, and postvention, we offer:

- Immediate access to barrier-free, non-judgemental, confidential support and follow-up through 24/7 phone lines and online services.
- Education and training programs that promote mental wellness and equip schools, organizations and communities to assist people at risk of suicide.

Our programs work to ensure timely access to support, destigmatize suicide and mental health concerns, and increase awareness and skills for mental health. We foster and create compassionate, connected, suicide-safer communities.

About the Role

The Coordinator, Administration & Operations ensures the smooth daily operation of the Centre by coordinating administrative processes, managing facilities and equipment, and supporting technology systems.

Working closely with staff, leadership, and external vendors, this role keeps the Centre's workplace organized, secure, and well-functioning. It's ideal for someone who enjoys problem-solving, streamlining systems, and helping people work efficiently in a mission-driven environment.

This is a permanent, part-time position (28 hours per week) based in our Vancouver office. The Coordinator is expected to be on-site four days per week, including Wednesdays.

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Details

- Hours per Week: 28 (part-time)
- Hourly Rate: \$31.25–\$34.00 per hour (commensurate with experience)
- Benefits Offered:
 - 3 weeks of vacation accrued at 6% of earnings with increases as per Personnel Handbook
 - 10 days of full time wellness leave, pro-rated to hours worked, and 3 unpaid wellness days
 - Access to Crisis Centre workshops
 - Access to our EAP programs and services
- Working Model: On-site at the Crisis Centre

What You'll Do

Administration

- Maintain organized office systems, supplies, and records to support daily operations
- Manage general inquiries via phone and shared inboxes
- Provide scheduling and meeting support for the Executive Director and leadership
- Assist with board logistics, reports, and correspondence
- Support administrative volunteers and help document and improve procedures

Facilities Management

- Coordinate maintenance, repairs, and vendor services for the building and equipment
- Monitor cleanliness, safety, and supply levels throughout the office
- Oversee security processes, key management, and emergency supplies
- Support office moves, workstation setups, and facility improvement projects

Information Technology (IT)

- Serve as the first contact for IT support, escalating to the external vendor as needed
- Coordinate staff onboarding/offboarding and maintain technology inventory
- Track software licenses, phone extensions, and shared drive access
- Support IT Committee meetings and improvement projects

Program Support

- Provide administrative and logistical support to Distress Services and Community Learning & Engagement
- Prepare materials, attendance lists, and certificates for trainings and workshops
- Manage volunteer and participant records

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About You

Skills and Abilities

- Familiarity with Google Workspace, Monday.com and Microsoft Office environments
- Strong organizational skills with the ability to multitask and manage competing priorities
- Clear written and verbal communication skills
- Proven ability to work independently and collaboratively
- Proactive problem-solver with an eye for improving processes
- Flexibility and adaptability in a dynamic, mission-driven environment

Qualifications

- 2-3 years of experience in office administration, IT coordination, or facilities support
- Experience managing vendor relationships and external service providers
- Working knowledge of IT systems, phone systems, and shared drive environments
- Experience with process documentation and maintaining operational procedures
- Commitment to the mission and values of the Crisis Intervention & Suicide Prevention Centre of BC

Application Process

This position will remain open until a suitable candidate is found.

Please submit your **cover letter and resume as a single PDF** titled “Cover Letter and Resume – [Your Name]” to applications@crisiscentre.bc.ca, with the job title in the subject line.

In your cover letter, tell us what skills and qualities you will bring to the role, and what draws you to work at the Crisis Centre.

Shortlisted candidates will be contacted by phone to arrange an interview.

The interview process will be in three parts:

1. Phone screen with Shannon McCluskie, Director of Finance & Administration
2. Online interview with Shannon McCluskie, Director of Finance & Administration
3. In-person interview at the Crisis Centre with Shannon McCluskie, Director of Finance & Administration and another member of the Crisis Centre team to be determined.

The successful candidate will have to complete a Vulnerable Sector Criminal Records Check. We appreciate all those who submit an application.