



## IDENTIFICATION

<b>Title</b>	Operations Support Officer
<b>Reports to</b>	Director of Operations
<b>Supervises</b>	Operations
<b>Type of Job</b>	Contract – 9 months (Full Time)
<b>Date created</b>	May 2025
<b>Job level / classification</b>	Officer
<b>Annual Salary</b>	\$ 60,000/year

## ABOUT THE CANADIAN AUDIT AND ACCOUNTABILITY FOUNDATION (CAAF)

CAAF is a not-for-profit organization dedicated to promoting and strengthening public sector audit, oversight, and accountability in Canada and globally through research, education, and knowledge sharing.

Since 1980, we have provided research, training, and guidance to public sector auditors across Canada and internationally, in both developed and developing countries. Our professional development programs include a wide range of topics primarily focused on performance auditing and parliamentary oversight of legislative audits.

Members and clients include legislative auditors and auditors at the federal, provincial, and local governments in Canada, and abroad, as well as legislators on public accounts committees. Training is primarily delivered in English, and French.

## JOB SUMMARY

The Operations Support Officer will be responsible for supporting various administrative and corporate functions, as well as membership, professional development for auditors, and workshops with parliamentarians.

## MAIN DUTIES AND RESPONSIBILITIES

### Financial Operations:

- Assist in managing financial processes, including budgeting, expense tracking and processing, invoice processing, payroll support, and liaising with external accountants to ensure timely and accurate financial reporting.

### Human Resources Support:

- Assist with HR activities, such as recruitment, onboarding, staff training, and assist with employee records, reports, and policy.

**IT Support:**

- Assist with vendor relationships and troubleshooting basic IT issues to maintain seamless operational efficiency.

**Administration:**

- Oversee general office support, including procurement of office supplies, organizing team meetings, events, maintaining office files, and supporting the Director of Operations with administrative tasks as needed/requested.

**Marketing and Communications:**

- Support communications efforts by coordinating newsletters, reviewing materials, and liaising with the comms team and supporting all departments, as needed/required

**Membership Support:**

- Assist in the organization's membership program, including member communications, renewals, documentation and maintaining accurate membership data

**Professional Development/Oversight Workshop Responsibilities:**

- Track registrations for course/webinar deliveries; process invoices for client organizations and individual participants; process payment for contract instructors and consultants; reconcile payments with monthly VISA statements; prepare and send certificates of completion; monitor training inbox and triage inquiries, amongst other tasks as needed/required

## EDUCATION AND EXPERIENCE

- College degree in administration or related field
- 3+ years of experience in operations or administrative supporting roles
- Experience in nonprofit or public sector organizations
- Experience working with external vendors and contractors
- Strong proficiency with MS Office (Excel, Word, PowerPoint) and experience with CRM systems

## SKILLS AND COMPETENCIES:

- Fluency in English and French (required)
- Adaptability and willingness to take on new challenges
- Excellent attention to detail
- Strong interpersonal and communication skills
- Ability to coordinate multiple administrative tasks efficiently and proactively
- Strong communication and collaboration skills
- Ability to work effectively across departments
- Ability to think quickly and propose solutions
- Ability to handle requests and changes in operational needs

## THE IDEAL CANDIDATE WILL BE

- Highly organized and able to adapt to changing priorities.
- Results-oriented
- Able to work as part of an energetic team
- Motivated to work collaboratively with colleagues across the organization to propose solutions and deliver value.

## WORKING CONDITIONS

- CAAF Head Office is in Ottawa, Ontario.
- We offer a hybrid working model – a positive, balanced, work environment where there is trust, cooperation, risk-taking support, accountability, and equity.
- CAAF offers a competitive employee benefits package, including 2 weeks' vacation, a total of 15 statutory and CAAF paid holidays (i.e.: office closed between December 25th and January 1st).
- From time to time, it will be required to work outside of normal business hours, particularly when working with international members and clients in different time zones.

## APPLICATION PROCESS:

Please submit a cover letter and your resume to: [career@caaf-fcar.ca](mailto:career@caaf-fcar.ca)

**Deadline to apply: June 15<sup>th</sup> 2025. Interviews will begin immediately.**