



MOHAWK COUNCIL OF KAHNAWÀ:KE

HUMAN RESOURCES UNIT

P.O. Box 720

KAHNAWÀ:KE MOHAWK TERRITORY, J0L1B0

450-632-7500

JOB OPPORTUNITY

<u>POSITION:</u>	Director of Administrative Services, Administrative Services Unit
<u>DURATION:</u>	Indeterminate, Full-Time Twelve (12) Month Probation Period
<u>DESCRIPTION:</u>	See Attached Job Description
<u>SALARY:</u>	\$1,881.20 to \$2,539.20 Per Week
Hours of Operation	8:00 a.m. to 4:00 p.m.
Hours per week	40 hours per week
<u>DEADLINE FOR APPLICATION:</u>	Friday, April 4, 2025 - 4:00 p.m.
<u>REQUIREMENTS:</u>	ALL REQUIRED DOCUMENTS MUST BE SUBMITTED BEFORE THE DEADLINE FOR YOUR APPLICATION TO BE CONSIDERED <ul style="list-style-type: none">✓ Applicant checklist✓ Letter of intent✓ Resume

APPLICATION: Please address your application to Dawn Stacey, Manager of Recruitment & Staffing. Forward your complete application via e-mail only to: Applications@mck.ca

NOTE: All forms and requirements are listed on our website: <https://kahnawake.com/job-opportunities>

- **Please ensure complete applications are submitted as requested. Incomplete applications may not be considered.**
- **Only candidates selected for an interview will be contacted.**
- **Preference will be given to Indigenous candidates.**
- **When adding attachments please use PDF format. Any other formats may be blocked from our system.**



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RONWATIIO'TÉNHSÉ RAOTIRIHWÁ'SHÓN:'A RONTERIHWATSTERÍSTHA'

Core Job Information	
Job Title:	Director of Administrative Services
Division:	Administrative Services Unit
Reports To:	Executive Administrative Officer
Date of Job Description	March 2025
Purpose: <p>The Director of Administrative Services will lead the development, management, and implementation of a services office for regulatory boards, commissions, and branches of government.</p> <p>They will be the primary liaison between leaders of regulatory boards, commissions, and branches of government with administrative services units of the Mohawk Council of Kahnawà:ke (MCK) to ensure the effective delivery of administrative services and compliance with policies and procedures.</p> <p>Is also responsible for overseeing the operations and administration of the Administrative Services Unit, which sets and implements administrative standards across the MCK and provides executive administrative support services, furniture procurement services, office supply ordering and distribution, mail services, and reception services.</p> <p>Provides leadership, direction, and day-to-day management of the key functions, staff, and resources.</p>	
Roles & Responsibilities	
Develop, implement, and monitor agreements, service standards, policies, procedures, and frameworks related to the unit functions. <ul style="list-style-type: none">• Develop and manage service-level agreements (SLAs) between regulatory boards, commissions, and branches of government that define the scope of administrative services.• Establish mechanisms for tracking and reporting on the performance of service functions and adherence to SLAs.• Research, define, and document how the services office interacts with various bodies, including reporting relationships, roles, and responsibilities.• Coordinate collaboration efforts between internal units and regulatory boards, commissions, and branches of government to improve administrative functions and service accessibility.	



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- Standardize administrative workflows and best practices to enhance efficiency across supported entities.
- Ensure alignment with regulatory, legal, and policy requirements, identifying and addressing compliance gaps.
- Develop and manage risk mitigation strategies for service disruptions, compliance risks, and resource limitations.
- Define and implement performance metrics to assess the efficiency and effectiveness of administrative service delivery.
- Identify trends, risks, and opportunities for enhancing administrative and operational service delivery.
- Prepare briefing notes, reports, analyses, presentations, and other communications related to the development, implementation, and management of the unit functions.
- Ensure a centralized knowledge repository with guidelines and resources is available to facilitate access to administrative services.

Act as the primary liaison between the leaders of regulatory boards and commissions and internal units, including the Executive Office, Human Resources, Information Management, and Finance.

- Assist leaders with accessing internal resources related to administrative and operational functions.
- Support leaders in navigating MCK policies, procedures, and standards related to administrative services.
- Ensure the completion and submission of annual performance appraisals for the leaders on behalf of the respective board/commission.
- Ensure submissions from leaders (budgets, position/hiring requests, timesheets, purchases, IT services) comply with organizational standards.
- Monitor and address administrative service delivery issues.
- Ensure timely resolution of administrative and operational challenges impacting service efficiency.
- Escalate any unresolved administrative service delivery issues to the respective board/commission while maintaining neutrality and ensuring transparency in reporting.
- Prepare and submit annual reports to the leader, board/commission, and respective portfolio team, providing statistics on administrative services delivered, challenges encountered, developments/improvements, compliance issues, and recommendations for service enhancements.

Provide leadership and operational management for the Administrative Services Unit.

- Develop and implement strategic plans and objectives for the unit in alignment with the organization's overall goals and mission.
- Set performance targets and key performance indicators (KPIs) for the unit, ensuring these align with broader organizational objectives.
- Oversee the day-to-day operations of the unit, ensuring efficiency, productivity, and quality in all activities.



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- Develop, implement, and refine operational processes, procedures, and policies to enhance the unit's effectiveness.
- Ensure compliance with all relevant regulations, standards, and organizational policies.
- Monitor the unit's budget, including forecasting expenses and allocating resources effectively.
- Lead and manage the unit's staff, including recruitment, training, development, and performance evaluation.
- Foster a positive and productive work environment, promoting teamwork, collaboration, and professional growth.
- Serve as the primary point of contact for the unit, representing its interests and activities within the organization and to external stakeholders.
- Collaborate with other units, departments, and external partners to achieve common goals and enhance overall organizational performance.
- Communicate effectively with stakeholders, including the Council of Chiefs, regulatory boards, commissions, senior management, clients, and community members, to provide updates, reports, and information on unit activities.

The statements herein reflect general details to describe the principal functions for this job and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.

Education & Experience

- Bachelor's degree in Public Administration, Business Administration, Organizational Management, or a related field plus a minimum of seven (7) to ten (10) years of experience in administration, governance, and/or operational service delivery.

Knowledge, Skills, Abilities

- Strong understanding of administrative service delivery, governance structures, and organizational policies.
- Experience developing, implementing, and monitoring SLAs, service standards, and operational frameworks.
- Ability to liaise effectively between leaders, service units, and regulatory bodies while ensuring clarity and accountability.
- Proficiency in drafting, implementing, and ensuring compliance with administrative policies and procedures.
- Strong analytical skills to identify issues, assess risks, and recommend improvements.
- Excellent written and verbal communication skills, including the ability to prepare reports, briefing notes, and presentations.
- Familiarity with administrative software, data management, and automation to enhance service efficiency.



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- Experience supervising staff, conducting performance appraisals, and fostering a collaborative work environment.
- Ability to maintain confidentiality and work under pressure.
- Ability to conduct business with internal and external clients in a tactful, discreet and courteous manner.
- Must adhere to MCK policies and Kanien'kéha Language initiatives and be willing to learn the Kanien'kéha language.
- The ability to communicate in the Kanien'kéha and French languages is an asset.

Working Environment

- Five-day workweek performed in a typical in-office environment.
- Moderate stress due to workload.
- Occasional overtime.

Commitment Statement:

I serve the Kahnawà:ke community with its best interest in mind by supporting and encouraging creative, critical, and resourceful thinking, accepting and nurturing new ideas and approaches, and demonstrating my dedication and integrity through my efforts, actions, and words. I am part of a team that is empowered to take initiative in an interactive working environment.

Signatures:

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____