

Office Administration - Key roles and responsibilities

Role Summary

The Station Art Centre in Tillsonburg is a not-for-profit and membership-led organization that creates and provides an inclusive community hub for arts, culture, and heritage in Tillsonburg and our surrounding communities. The Station is looking for an Office Administrator to join their small yet dynamic team. Responsible for the day to day administrative tasks, customer service, and smooth running of business within the Station, the Office Administrator is a key role within the organisation, reporting to the Executive Director and Curator. The Office Administrator is responsible for providing front desk support, working alongside the ED and Social Media lead to provide optimal support to effectively and efficiently run the operations of the Station Arts Centre.

Deadline for Applications 5pm February 9th 2026

Email Resume and cover letter to tverbuyst@stationarts.ca No in-person resume drop offs, please. Ensure in email subject line you state: **Application for Office Administrator Role**

Core tasks

- Customer service and Correspondence with members/public
 - ie, front line for phone calls, visitor inquiries, members, sales
- Scheduling/Overseeing
 - Rentals - corresponding with the ED to schedule and maintain all rentals.
 - Keeping accurate records, updating computer records, ensuring payments are being processed, and rental contracts are signed and locked away.
 - Occasional working after-hours rentals to ensure that all contract obligations are followed.
 - Assist with monitoring staffing attendance activities to ensure adequate Volunteer coverage, where required.
 - Assist in the expansion of the volunteer base and seek new opportunities to engage Volunteers to support the Station and its activities. Lead with volunteer orientations.
- Data & Records
 - Maintain databases, update records, and manage digital/physical filing systems with all sales, inventory, membership databases, and HST.
 - Record all visitors/users, volunteers, and students' information on the appropriate stat sheets or logs.
- Document Prep
 - Type, print, photocopy, and prepare paperwork for various meetings/events/programs
 - Ensure all invoices are completed and paid in a timely fashion.

Office and Station Management

- Supplies:
 - Track, order, and restock stationery, consumables, and equipment.
 - Working with Social Media Lead - restock on items required.
 - Working with Potters - restock of Pottery Supplies.
- Maintenance:

- Oversee office cleanliness, equipment upkeep, and coordinate repairs with the correct people and through the Town.
 - Ensures that the Bathrooms are kept clean and stocked.
 - Ensures that Garbage bags/recycling are collected and tags are available.
- Security:
 - Ensure alarms/security systems are up to date, passcodes are changed regularly, and distributed as necessary. Maintain keys for cabinets/doors and ensure they are accounted for and maintained in a secure location. Audit semi-annually.
- Liaison:
 - Assist in coordinating with staff, vendors, members, contractors, and internal departments when needed for events and daily operations.
 - Assist with research and application of grant funding opportunities when needed
 - Budgets, documentation, files.
 - Relaying funding opportunities to the ED
- Health & Safety
 - Working with our Board-appointed Health and Safety liaison, ensuring that all health and safety policies and procedures are adhered to and up to date at the gallery.
 - All fire alarms / AEDs are checked regularly and up to date.
 - Ensure health and safety equipment and supplies are maintained.
- EPRA
 - Working closely with the Sailing Association, scheduling routine pick-ups for our Electronic Recycling Bin.
 - Maintaining EPRA documentation for reimbursement to the Gallery.

Support & Operations

- Front Desk - Frontline:
 - Greet all visitors and direct inquiries for tourism, events, and programs.
 - Sign up/process payments for members, programs, and events.
 - Handling cash, cheque, and POS transactions.
 - Answer phones, taking messages when needed.
 - Provide visitor tours.
 - Other duties as assigned by the EDC.
- HR Support:
 - Assist with onboarding, off-boarding, and maintaining personnel files.
 - Assist with ensuring all employee files are up to date and all training requirements are completed.
 - Assist with ensuring all complaints, violations, and injuries are properly documented and filed.
- Financial Support:
 - Perform basic bookkeeping tasks, track budgets for all events and operations, manage invoices, and print and deliver cheques promptly.
 - Complete banking deposits on time, keeping track of account balances.
 - Assist in developing the annual operational budget and manage and report any variances to the Board Treasurer.
 - Work with the Board's treasurer and appointed bookkeeper as necessary.
- Events:

- Assist with events offered at and by the Station, as per the direction from the EDC and Board of Directors, including promotion, securing volunteers, obtaining supplies, obtaining permits, attending community meetings (as required), attending events, collaborating with community groups, etc.
- Assist with hanging and completion of Gallery Exhibits.

Skills Required

- **Highly Organised** – Able to maintain accurate records and develop clear procedures and processes.
- **Self-Motivated** – Capable of managing workload independently, prioritising tasks, and thriving in a fast-paced environment with minimal supervision.
- **Proactive and Solution-Focused** – Confident in identifying opportunities for improvement, making constructive suggestions, and implementing better ways of working.
- **Personable Communicator** – Comfortable interacting professionally with a diverse range of people, including the general public, members, children, visiting tutors, board members, and special guests.
- **Detail-Oriented** – Consistently delivers accurate, high-quality work, even in a busy or dynamic setting.
- **Adaptable** – Able to switch between tasks, respond to change quickly, and manage shifting priorities effectively.
- **Responsible and Safety-Aware** – Proactive in identifying issues, flagging concerns, and maintaining health and safety standards.
- **Systems-Minded** – Skilled at designing and improving efficient, practical systems and workflows.

Experience & Skills

- Excel / Sheets / Spreadsheets
- Google - G-Suite
- Quick Books (an asset)
- Book keeping and record keeping
- Office Experience
- Experience in not-for-profits (an asset)
- Experience in membership organizations (an asset)
- Experience in arts organisations (an asset)
- Able to lift heavy items (up to 30lbs)

Hours & Pay

- 28 Hours / 4 days a week
- Work Saturdays (every other weekend)
- Occasional evenings / weekends / statutory holidays (Canada day)
- 2 weeks paid vacation per year
- Health spending account

- Pay range \$19.50- \$22 per hour depending on experience.
- Direct report to the Executive Director & Curator.
- Start date - as soon as possible.