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**TITLE:** Corporate Services Manager  
**CREATED DATE:** March 1, 2024

**SUMMARY:**

Reporting to the Executive Director, the Corporate Services Manager is a member of the senior management team and is responsible for accounting and finance, human resources functions and corporate administration activities. In addition, they are responsible for IT software and providing strategic leadership to the Audit, Finance & Tender Committee of the Board while ensuring the long-term prosperity of the Corporation.

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**DUTIES (this is not an exhaustive list)**

Under the supervision of the Executive Director, the Corporate Services Manager will:

1. Provides strategic management of the accounting and finance functions of the Corporation & related entities by:
  - directing accounting policies, procedures and internal controls related to financial and administrative services of the corporation;
  - leading, and ensuring the validity of annual corporate and departmental budgets according to standing policies and operating agreements;
  - overseeing the preparation of bi-monthly financial reports, quarterly and year-to-date cost and revenue analyses and financial projections;
  - managing the corporation's cash flow and forecasting;
  - ensuring proper cost control, receipt deposit and recording of revenues, payment and recording of expenditures and bank reconciliations;
  - ensuring financial accounting and audit for all projects and new housing developments;
  - coordinating and leading financial and regulatory reporting for funding and financing bodies;
  - coordinating and leading the annual audit process, liaising with external auditors and reporting to the Finance Committee and Board of Directors.
2. Responsible for all human resources and corporate administration activities including:
  - employee / employer benefits and remittances: OMERS, WSIB, EHT, EI, CPP, and ESA;
  - managing external bi-weekly payroll system and employee vacation and leave entitlements;
  - Ensuring completeness and accuracy of employee expense claims to ensure compliance with policies;
  - Supporting all departments with HR needs including recruitment, performance management and dismissal;
  - advising and assisting the Executive Director with collective bargaining.
3. Oversees and directs the Corporation's Information Technology needs and related procurement contracts by:
  - coordinating service between end users and information system host;
  - recommending and implementing improvements to information processing and data recording;
  - develops and maintains data integration between departments;
  - oversees external contracts and agreements to ensure they are compliant with agreed terms and conditions and that NHC receives goods and services as needed.

4. Ensures the long-term prosperity of NHC by:
  - preparing regular operating statements, balance sheets and reports on financial performance as needed;
  - closely monitoring capital reserves and recommending changes to the investment portfolio to ensure the long-term viability of capital reserve funds;
  - in collaboration with other Managers, identify and manage business risks and insurance requirements, and ensuring adequate coverage and protection;
  - providing advice to the Executive Director, the Board of Directors and committees on initiatives in the area of financial policy, risk management and long-term financial planning.
  
5. Staff lead of the Audit, Finance & Tender Committee of the Board to advise and support by:
  - ensuring committee members are properly informed to make sound decisions and recommendations to the Board;
  - remaining abreast of government legislation and policies;
  - preparing regular reports for, and attending all meetings of, the committee as staff support;
  - proposing investment strategies for reserve funds and other monies;
  - advising the committee on policy development, strategic planning, financial management and risk.
  
6. Performs such other duties as may be required by the Executive Director.

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**RELATIONSHIPS:**

NHC Staff and Board  
 External Auditors  
 Various HR contacts (EI, CRA, WSIB, OMERS...)  
 City of Ottawa Housing Branch  
 Ottawa Social Housing Network  
 Other sector housing providers

**SUPERVISES:**

Financial Services Officer  
 Administrative Coordinator  
 Procurement Coordinator \*

\* Position on-hold. To be filled at a later date

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**EDUCATION OR EQUIVALENT KNOWLEDGE**

- Completion of a university degree in accounting, business administration or a related field;
- Professional accounting designation.

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**EXPERIENCE REQUIRED**

- Minimum five years of related work experience, supervisory / managerial experience in administration, finance, project management and corporate services;
- Advanced ability to use Microsoft Office Suite and skillset to be a change agent for digital solutions;
- Advanced ability or familiarity with Yardi Voyager is considered an asset;
- Experience in property management, social housing, or financial management of non-profits is considered an asset;
- Proven leadership abilities that foster team development and facilitate project management success;
- Exceptional interpersonal and customer service skills and strong negotiation and influencing skills that can build credibility and collaboration;
- Possess a growth mindset and motivated to reach a higher level of organizational performance and personal achievement by learning and sharing new skills;
- Collaboration with co-workers where giving and accepting ideas to maximize the team's overall performance;
- Demonstrated ability to work independently and effectively coordinate projects and lead teams;
- Proven ability to be strategic and can easily move between strategy and tactical execution in order to drive results and meet priorities;

- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated experience requirements.

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**REQUIREMENTS**

- Valid Ontario Driver's License and personal vehicle
- Criminal Background check

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Executive Director

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Human Resources Committee

CONFIDENTIAL