



FULL-TIME CONTRACT POSITION AVAILABLE

Administrative & Operations Officer

Quebec English-Speaking Communities Research Network (QUESCREN), Concordia University

General Accountability

Under the direct oversight of QUESCREN's Research and Operations Manager, with strategic direction provided by QUESCREN's Co-Directors, the incumbent will: (I) provide logistical, administrative, and operational support to streamline QUESCREN's day-to-day work; (II) contribute to internal coordination and communications.

Nature & Scope

The incumbent must demonstrate the ability to perform all duties listed below with a high degree of autonomy, professionalism, and attention to detail. The individual is expected to discharge responsibilities with sound judgment and initiative, manage their own work schedule efficiently, and deliver high-quality results.

Administration and Operations

- Coordinate the QUESCREN general email inbox and team calendar
- Using MS365, design and maintain a Content Collaboration and Approval Workflow system for the many documents and products QUESCREN staff produce
- Meetings: schedule, take and finalize minutes, and coordinate logistics (room bookings, catering, travel)
- Draft and format administrative documents and correspondence (e.g., invitations, memos)
- Liaise with Concordia University service offices (Hospitality, IT, Bookstore, facilities management, etc.)
- Draft and maintain internal policies and procedures
- Implement and maintain an effective online and on-site records management system
- Maintain up to date QUESCREN's various mailing lists
- Maintain a log of publications and events
- Submit publications to BAnQ and Library and Archives Canada for cataloguing
- Support internal communications and team coordination
- Provide general support for other team tasks as needed

Financial and Grant Support

- Assist with bookkeeping and expense tracking
- Create and track budgets for projects and organizational operations

- Draft grant applications and support their writing and reporting
- Track project deliverables

Research Tools Support

- Collect and catalog documents for the Community Knowledge Open Library (CKOL) and the Data Portal on English-Speaking Quebec (DESQ)
- Coordinate with service providers to develop and enhance research databases as needed
- Oversee research tool partnership recruitment and manage the signature of agreements

Education and Experience Required or Considered Assets

- Degree or diploma in a relevant field such as accounting, office administration, business administration, project management, information and library technologies, finance, etc.
- Exceptional attention to detail; consistently produces high-quality documents with accurate spelling and grammar, written in clear, concise, plain language; a natural proofreader who quickly spots inconsistencies or mistakes.
- Demonstrated patience, diplomacy, and professionalism—especially when navigating complex institutional structures and working within a large bureaucracy
- 3+ years of experience in administrative or operations roles
- Experience in academic or nonprofit environments is an asset
- Strong organizational and communication skills
- Ability to work independently and manage multiple priorities
- Knowledge of the English-speaking Quebec population and its realities is an asset
- Familiarity with:
 - Microsoft Office Suite, with an excellent knowledge of Outlook, Excel and the MS Teams environment
 - Event and scheduling tools (Zoom, Doodle, Eventbrite)
 - Database applications and file management systems
 - Familiarity with SAP's integrated software considered an asset
- Language skills (will be tested during the interview):
 - Advanced level of English (written, spoken, reading)
 - Minimum intermediate level French (written, spoken, reading)

Working Conditions

- Position title: Administrative & Operations Officer, Quebec English-Speaking Communities Research Network
- Salary range: \$43 - \$46/hour (\$78,260 - \$83,720 per year for 35 hours/week; pro-rated if fewer hours) with annual salary and step increases
- 28 to 35 hours/week (to be negotiated at time of job offer)

- Contract type: Research Support Professional contract, Concordia University Research Employee (CARE) union, regulated by the CARE collective agreement and Concordia University human resources policies
- Contract duration: 1 year, starting with a 3-month probation period, and subject to renewal and potential promotion to Operations Manager based on performance, organizational needs, and availability of resources within the research unit.
- Location: Minimum 1 day per week at Concordia University, Montreal, Loyola Campus, room CC-219. Flexible work arrangement allows up to 4 days per week from home.

Promotion Opportunity

After one year, the incumbent may be considered for promotion to Operations Manager if resources allow, with expanded responsibilities in:

- Team coordination and workflow optimization
- Management of administrative and project staff, students and/or subcontractors
- Strategic input on budgeting, grant planning, and organizational development

How to apply

Please send your CV and cover letter to QUESCREN@concordia.ca **by September 28, 2025.**

Employment Equity

Concordia University is strongly committed to employment equity within its community, and to recruiting a diverse faculty and staff. The University encourages applications from all qualified candidates, including women, members of visible minorities, Indigenous persons, members of sexual minorities, persons with disabilities, and others who may contribute to diversification; candidates are invited to self-identify in their applications.