



641 Menzies Ave
Courtenay BC, V9N 3C3
P: 250.338.7144
F: 250.338.6242
comoxvalleyrecoverycentre.ca

Title: Office Manager

Responsible to: Chief Administrative Officer

Responsible for: CVRC Front Office and Client Intake

Date Revised: January 26, 2026

Administrative

- Handling of all telephone and drop-in inquiries
- Receive and respond to all general e-mails
- Maintain and purchase all office supplies as required
- Type, mail, and file all correspondence for CVRC and as such directed by the Chief Administrative Officer.
- Receive, acknowledge, and receipt (where applicable) all donations.
- Coordinate maintenance of office equipment
- Working with CAO to ensure staff and client files are up to date and stored appropriately in accordance with data management procedures.
- Develop and maintain name and contacts of Executive, Board, and Society Members.
- Collaborate with CAO in development of new procedures, ventures, and communications for CVRC.
- Receive money and issue receipts accordingly.
- Maintain updated client lists for staff daily.
- Schedule and help manage appointments for clients and support coordinating any required maintenance of CVRC facilities in collaboration with CAO and support staff.
- Invoice various funding partners in accordance with CVRC funding structures to ensure regular receipt of funds.

Client Intake

- Receive, maintain, and update bed waitlists ensuring client beds remain occupied or held for upcoming clients.
- Communicate with referring agents, family and/or applicants to update on program entry dates, anticipated wait times, and establish effective avenues of communication to support intake processes.
- Ensure funding avenues are appropriately established.
- Schedule, coordinate, participate in, and complete intake process upon client arrival. Ensure support staff are equipped with appropriate documentation to be completed upon intake.
- Communicate with referring agents and pharmacy to ensure medications are accessible and complete for ongoing client care.
- Support updating contract partners in keeping with established contract obligations on bed dates and anticipated wait times for beds.



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- Create and maintain all client files
- Type and close client files as required
- Submit and manage Ministry of Social Development and Housing applications and confirmations.
- Complete and file admittance and discharge forms for Ministry.
- Accept and verify all payments received for private pay clients.
- Accept and notify clients of any appointments such as meeting with MHSU, Doctor, Dentist, etc.
- Support CAO with reporting of data to governing bodies as required.
- Manage and coordinate client intake scheduling and room assignments.
- Maintain weekend out schedule

Accounting

- Posting of accounts receivable and payable
- Receive all cash/cheques and issue receipts as required.
- Create and forward invoices to MHSU, Ministry, First Nations, Employers, and Benefit agencies.
- Maintain and submit payments to Receiver General and WCB
- Manage and maintain client's payment including monthly calculation of allocated days.
- Issue refunds as necessary.
- Banking: prepare deposits, produce statements, fill in for CAO when required for payroll.
- Account reconciliation
- Compile monthly and year end statistics
- Create and post prepaid payments including: Insurance (Director, House, Vehicle), bill payments (utilities, phone/internet, etc.)
- Issue Record of Employment when required.
- Record and forward all employee benefit claims.
- Update accounts in accounting software, produce cheques as needed, issue reimbursements.

Please send CV and cover letter to administrator@comoxvalleyrecoverycentre.ca

Position is open until filled.