



INSURANCE COUNCIL OF MANITOBA
Administrative Assistant
(Full-time Permanent Position)

The **Insurance Council of Manitoba** (ICM) is seeking a highly organized and customer-focused Administrative Assistant to join our dedicated team! This is an excellent opportunity for a detail-oriented professional who enjoys supporting others, coordinating office operations, and contributing to meaningful public-protection work. As the first point of contact for many of our stakeholders, the Administrative Assistant plays a key role in ensuring smooth day-to-day operations and delivering a positive experience for Council members, licensees, and visitors.

At the ICM, you will join a collaborative team committed to professionalism, integrity, and service excellence. If you thrive in a dynamic environment and take pride in helping an organization run efficiently, we invite you to apply.

Resumes can be forwarded by email to hroffice@icm.mb.ca. No telephone or in-person inquiries please. Only candidates selected for an interview will be contacted.

Equity, Diversity & Inclusion – The ICM recognizes the importance of building an exemplary public service reflective of the citizens it serves, where diverse abilities, backgrounds, cultures, identities, languages, and perspectives drive a high standard of service and innovation. The ICM supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities). Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process.

POSITION SUMMARY, REPORTING and SALARY

The Administrative Assistant provides essential support to the Director, Operations and contributes to the smooth operation of the Insurance Council of Manitoba office. This role is responsible for a wide range of administrative tasks, including website updates, communications, Council meeting logistics, customer service, and office coordination. The Administrative Assistant also serves as the point person for the VOIP phone system, supports staff onboarding, and plays a key role in organizing staff events and team-building activities. Collaboration with the Office Administrator and Technical Support Specialist is central to this role.

Reporting: Direct report of the Director, Operations

Compensation Range: \$43,900.00 – \$59,400.00

Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m. (1-hour lunch)

Location: 466-167 Lombard Avenue, Winnipeg, MB R3B 0T6

Hybrid work environment may be available following the probationary period.

SKILL REQUIREMENTS

- Extremely punctual and dependable
- Strong communication skills, both verbal and written



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- Customer service experience
- Pays great attention to detail and accuracy; well organized
- Ability to multi-task without derailing concentration on any specific task
- Excellent typing skills
- Friendly disposition
- Function independently with minimal supervision, also as part of a team
- Able to maintain strict confidentiality

EDUCATION AND KNOWLEDGE REQUIREMENTS

- High School diploma supplemented with post-secondary education
- 1 – 2 years' experience in a professional office environment
- Proficient with a PC Computer system
- Proficient in MS Office; Excel, Word, Outlook and Power Point
- Working knowledge of proprietary office systems
- Working knowledge of common use office equipment
- A basic working knowledge of the Insurance Act and regulations is considered an asset
- Preference to persons who have worked in a regulatory environment involving consumer protection

SPECIAL REQUIREMENTS

- Must pass a criminal record check
- Must be legally entitled to work in Canada

RESPONSIBILITIES

Provide Administrative Support to the Director, Operations

1. **Website** – Update website content at the direction of the Director, Operations.
2. **Mass Communications** – Facilitate mass emails and communications using approved platforms, in alignment with Council Communication policy.
3. **Invoices** – Verify invoices and manage mailing and delivery of bill payments.
4. **Office Safety** – Assist with evacuation procedures; serve as lead evacuation contact in the absence of the Fire Warden.
5. **Office Security** – Monitor and report any security concerns to the Director, Operations.
6. **Telephone System** – Coordinate maintenance of intelligent call routing with the Director, Operations.
7. **VOIP System Management** –
 - Update voicemail and intelligent call routing at the direction of the Director, Operations.
 - Serve as the point person for the VOIP system, including troubleshooting staff issues and escalating to the Technical Support Specialist as needed.
 - Maintain VOIP system manuals and training materials.
 - Provide training to staff on VOIP system usage.
8. **Annual and Council Reports** – Support the development, design, and completion of the Annual Report, Council Reports, and other reports as required.



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9. **Archiving and Storage** – Maintain storage rooms and offsite archive files, including data entry, tracking, and scheduling pickups and retrievals.
10. **Special Projects** – Participate in special projects with the administrative team.
11. **Other Duties** – Perform other duties as assigned by the Director, Operations.

Council Meeting Support

1. **Canvassing and Attendance** – Canvass Council members for meetings and events; send calendar requests, track attendance, and follow up as needed; maintain shared calendar.
2. **Meeting Room Setup** – Prepare boardroom for meetings, including setup and cleanup.
3. **Council Contact List** – Update Council member contact information at the direction of the Director, Operations.
4. **Event Coordination** – Organize breakfasts, lunches, and other catering needs for Council meetings, staff outings, and special events. Collaborate with the Office Administrator to ensure adequate food and logistics for special meetings.

Customer Service

1. **Visitor Interaction** – Greet and communicate professionally with all office visitors.
2. **Inquiry Response** – Respond to email and in-person inquiries or refer them to the appropriate staff or department.

Office Operations Administration

1. **Mail & Courier** – Manage inbound/outbound mail, packages, and courier services; take monthly mail machine readings.
2. **Computer Support** – Assist with troubleshooting office computers, phone systems, and document-sharing platforms.
3. **Facility Maintenance and Inventory** –
 1. **Office Presentation** – Maintain a professional and tidy appearance of the front office, boardroom, lounge, and server room.
 2. **Lounge Area** – Maintain cleanliness and supply levels in the lounge.
 3. **Resource Room** – Maintain the resource room and ensure copier is stocked.
 4. **Office Supplies** – Monitor inventory, anticipate needs, place orders, and verify receipt of supplies with final approval from the Director, Operations.
 5. **Inventory Tracking** – Track office inventory at the direction of the Director, Operations.
4. **Bank Deposit** – Make daily bank deposits.
5. **Onboarding Setup** – Ensure new staff are fully set up prior to onboarding, including workstations and office supplies.
6. **Collaboration** – Work closely with the Office Administrator and Technical Support Specialist to support cross-functional administrative needs.
7. **Other Duties** – Provide assistance to the office as required and perform other duties at the direction of the Director, Operations.

Qualified applicants are invited to submit their cover letter and resume **by February 20, 2026**.

Start Date: As soon as possible.