

Job Title:

Administrative Assistant

Job Purpose

The role of the Administrative Assistant is to ensure efficient and timely operations of the office so as to support and enhance the work of the organization. The Administrative Assistant will work under the supervision of the Executive Director or the designated supervisor. The Administrative Assistant will collaborate with program staff and other administrative staff and/or volunteers.

Primary Duties and Responsibilities

The Administrative Assistant performs a wide range of duties including some or all of the following:

Reception

- Train and supervise receptionist and provide back up to reception duties
- Answer general phone inquiries using a professional and courteous manner
- Direct phone inquiries to the appropriate staff members
- Reply to general information requests with the accurate information
- Greet clients/suppliers/visitors to the organization in a professional and friendly manner

Office Administration

- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents
- Oversee the ordering and receipt of the office supplies ensuring that basic supplies are always available
- Code and file material according to the established procedures
- Update and ensure the accuracy of the organization's databases
- Provide secretarial and administrative support to management and other staff
- Make travel, meeting and other arrangements for staff
- Coordinate the maintenance of office equipment
- Management of the Agency Case Management System, trouble shooting issues and training new staff and student when needed around using the Case Management System
- Compile and compete, as directed, program statistical reports.
- Trouble shoot and streamline IT needs with IT Support Contractor.

Assist with financial management

- Prepare and process bank deposits
- Administer petty cash according to established procedures

Provide Board support

- With the Executive Director, prepare meeting agendas and supporting material for distribution
- Ensure the timely distribution of material to the Board
- Support the Board with meeting, travel and other arrangements
- Draft minutes of Board meetings for review by the Executive Director
- Create action list for management staff from board meetings

Qualifications

Education

- High School Diploma
- Post secondary education in business, computers, or office management is an asset

Knowledge, skills and abilities

High proficiency in the use of computer programs for:

- Office Suite (Word, Excel, Outlook and Powerpoint)
- Internet

Proficiency with design software such as Adobe Creative Suite would be a definite asset

Proficiency in the use of office equipment:

- Computer
- Voice messaging systems
- Fax
- Photo copier

Personal characteristics

The Administrative Assistant should demonstrate competence in some or all of the following:

- *Behave Ethically:* Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and align with the values of the organization.
- *Build Relationships:* Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- *Communicate Effectively:* Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- *Focus on Client Needs:* Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- *Foster Teamwork:* Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- *Make Decisions:* Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- *Organization:* Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
- *Plan:* Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- *Solve Problems:* Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Experience

- 1-3 years experience in an office setting

Please submit your resume by Friday, February 17th to:

Shellie Pociuk, Executive Director
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