

## Castlegar & District Community Services Society

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Administrative Assistant</b>
<b>Reports to:</b>	Executive Director
<b>Classification:</b>	Excluded
<b>Effective Date:</b>	April 2015
<b>Last Updated:</b>	February 2023
<b>Job Summary:</b>	Provides reception and clerical services for the agency along with operations management, executive and human resources support to the Executive Director.

#### **Key Duties and Responsibilities:**

##### **Receptionist/Clerical duties:**

1. Answers phone and in-person inquiries and routes to appropriate staff members as required
2. Checks phone messages and changes outgoing message when needed; sorts and distributes incoming mail and prepares outgoing mail
3. Provides general agency information to clients and visitors upon arrival or via phone
4. Provides initial intake forms to new clients based on program requirements
5. Performs word processing support to staff with regard to routine correspondence, forms development, etc.
6. Uses other software applications to maintain lists, create event posters and brochures, draft recruitment ads, etc.

##### **Office Management duties:**

1. Maintains all office equipment in good working condition i.e. computers, printers, copiers and facsimile equipment, including repairs and maintenance requisitions; orients employees to office equipment
2. Liaises with email and web hosting providers to ensure all systems are working efficiently and effectively
3. Establishes, organizes, and maintains orderly agency filing and storage systems, including file retention and destruction, as per policy
4. Ensures all office areas are tidy, safe and free from clutter and debris at all times
5. Arranges for office cleaning contractors and ensures adequate supplies and equipment are in place
6. Determines office supply needs and places orders, as per policy limits
7. Uses pre-approved authority to negotiate purchase prices and make purchases, as per policy
8. Arranges for office repairs and maintenance in a timely manner; works with Board's Facilities Committee to support and ensure follow through on facility's objectives
9. Maintains agency key and keypads systems in orderly manner; maintains keys for other sites/offices/residences
10. Distributes keys to new employees and maintains a key sign-out sheet for all employees holding a front door key to the agency;
11. Ensures main office and upstairs office First-aid Kits are complete and accessible at all times

12. Participates in health and safety meetings
13. Reviews and annually updates agency Fire Safety Plan, evacuation procedures, fire drills, etc. in accordance with the agency policy; arranges for regular fire safety inspections at all sites
14. Ensures that front door is locked and exit doors secured at 4:30 p.m. daily
15. Maintains petty cash fund

#### **Executive Support & Human Resources duties:**

1. Prepares Board Orientation Manuals; updates Board documents, including maintaining Society membership list
2. Processes Society memberships and donations (e.g. receipts, logs, etc.)
3. Attends Board meetings, if requested, to take minutes and provides confidential administrative support to Board members
4. Provides support to Finance Manager as requested
5. Maintains and updates agency website
6. Maintains an up-to-date policy and procedures manual at front desk;
7. Arranges confidential meetings, schedules confidential appointments, and makes travel arrangements for management and the Board
8. Maintains employee personnel records, as per policy
9. Develops packages and implements New Employee Orientation
10. Manages employee exit procedures (e.g. return of agency property, passwords, interviews, etc.)
11. Ensures employees have completed all mandatory agency training, including First Aid; arranges for all mandatory training courses and enrolls employees
12. Act as the first point of contact for prospective employers and former and current employees; provide employment reference and/or letters confirming employment
13. Conducts reference checks for prospective employees, as requested
14. Assists employees with Health and Welfare benefit related questions, claims, and forms
15. Enrolls employees in Health and Welfare Benefits and Municipal Pension Plan
16. Reviews and summarizes miscellaneous research and confidential reports and documents and prepares background documents as necessary
17. Other duties as assigned

#### **Qualifications:**

<b>Education, Training &amp;</b>	Completion of Grade 12 plus completion of a Business or Office Administration Certificate or equivalent
<b>Experience:</b>	Minimum of three (3) years recent related experience, or a combination of education, training and experience

#### **Job Skills and Abilities:**

- a. Ability to communicate effectively orally and in writing; ability to relate effectively with a wide range of individuals;
- b. Ability to work independently and to operate personal computer/application programs and other office equipment;
- c. Good organization, time, and general management skills;
- d. Ability to understand and represent a nonprofit organization in a positive and supportive manner;
- e. Ability to understand the dynamics of working in a counseling and support agency where client confidentiality, welcoming, and respectful client service are paramount;

- f. Ability to foster positive relationships with other agency employees and volunteers, government officials, and external contacts;
- g. Ability to maintain a high level of confidentiality

**Additional Information:**

- a. The ability to function independently, while managing multiple projects, tasks and deadlines is an ongoing expectation
- b. Fixed office hours: 35 hours, Monday to Friday