

	Job Description #	5004
	JD SECTION	
	ADMINISTRATION	
	Date Issued:	July 2003
	Date Revised:	May 20, 2025
<u>JOB DESCRIPTION</u> Administrative Assistant	Job Description Approval	
	Chief Executive Officer	

POSITION TITLE: Administrative Assistant

REPORTING TO: Supervisor Community Services & Strategic Initiatives

WORKPLACE: In-Person

JOB SUMMARY:

Reporting to the Supervisor of Community Services and Strategic Initiatives. The Administrative Assistant (AA) plays a strategic and integral role in our clinical services and programs. As well as in providing a safe, welcoming, and inclusive workplace.

- Handle the telephone communications system including the switchboard and paging system.
- Carry out day-to-day administrative functions related to the support required for reception including welcoming clients and other visitors
- Organizing incoming and outgoing mail and deliveries, including distribution to appropriate staff
- Organizing general office supplies and ensuring appropriate inventory levels
- Assisting with meeting logistics, scheduling and booking meetings rooms as required.

MINIMUM EDUCATION:

- College diploma in Office Administration – Executive or equivalent

MINIMUM EXPERIENCE:

- Two (2) years office experience.

QUALIFICATIONS:

- Ability to manage complex telephone communications, PA system, and computer communication systems.
- Ability to complete tasks efficiently and accurately, with minimal supervision.

	Job Description #	5004
	JD SECTION	
	ADMINISTRATION	
	Date Issued:	July 2003
	Date Revised:	November 8, 2022
<u>JOB DESCRIPTION</u> Administrative Assistant	Job Description Approval	
	Chief Executive Officer	

- Proficiency in computer use and various software applications (e.g., Office 365, Client Information Management Systems, Cloud based programs).
- Knowledge of, and experience with EMHware, Catalyst and other information collection processes, and data entry practices, preferred.
- Knowledge of workplace legislation, including AODA, Occupational Health and Safety Act, and training in WHIMIS.
- Knowledge and understanding of privacy and confidentiality legislation such as PHIPA and provisions under the CYFSA.
- Excellent communication, time management, organizational, and conflict management skills.
- Professional presentation when dealing with the public and staff.
- Training in cultural competence and areas of diversity, inclusion, and equity.
- Ability to take meeting minutes accurately and efficiently.
- Availability to work flexible hours, including evenings and occasional weekends, if required.
- A satisfactory criminal records check, including a vulnerable person's record check.
- Valid driver's license and access to a reliable vehicle.
- Ability to communicate in both official languages (English/French) is an asset.
- Must provide a clean police records check.
- Full COVID-19 vaccination required.

DUTIES AND RESPONSIBILITIES:

1. Maintain the confidentiality and privacy of clients, staff, and their information at all times as per agency policies and procedures and related legislation as a Health Information Custodian.
 - Ensure files are well-organized and up-to-date filing systems (both electronic and hard copy), as required.
2. Carry out day-to-day clerical functions, as required, to support AFS services and programs such as typing, faxing and photocopying; maintaining office supplies, data entry, maintaining files and providing backup to other support and reception staff as required.
 - Participate in the rotation of reception coverage for lunch and breaks.
3. Monitor and maintain the inventory for office supplies and materials.
 - Order supplies and materials as necessary.
4. Communication and appointment management.
 - Direct calls to appropriate staff, as required.
 - Make calls as directed.
 - Assistance with appointment scheduling as required.
5. Ensure necessary documentation and materials are prepared and forwarded in a timely fashion for Canada Post or Purolator delivery.
6. Coordinate and prepare meetings, including preparing agendas and minutes and assisting with meetings logistics, scheduling in-house meeting rooms, as required.
7. Actively participate as a team member with Agency staff, particularly with fellow Administrative Assistant Staff.
8. Contribute to evaluating our programs, services, and staffing as required.
9. Participate in cross-training with fellow Administrative Assistant staff to support coverage across programs and services.
10. Participate in special projects from time to time, as required.
11. Take initiative in developing a personal professional development plan.
12. Assume other responsibilities as assigned.

Job Description: Administrative Assistant

Job Description # 5004 (May 2025)

Page 4 of 4

WORKING CONDITIONS:

1. Physical Effort: Physical activity is limited. Some time spent in comfortable sitting position with opportunity to move about. Minimal out of office travel.
2. Physical Environment: Located in a comfortable indoor area, however, any unpleasant conditions are related to out-of-office travel.
3. Sensory Attention: A high level of concentration, attention and sensitivity to verbal interactions and written communication.
4. Working Environment: There are pressures to balance competing demands for human, fiscal, program and physical resources. There is pressure for results with attention to deadlines. This position must also attend to situations and interactions concerning staff. There may be minimal travel requirement to the organization's other sites.