

**Seniors Outreach Services Society o/a
Seniors Outreach and Resource Centre**

Job Description: Administrative Assistant

Approved by:	Executive Director
Date approved:	March 14, 2023
Reviewed:	March 14, 2023

Job Title:

Administrative Assistant

Purpose of the Job:

Performing reception duties and clerical supports for a fast-paced resource centre that helps seniors and family caregivers to access information, programs, and social supports they need to improve their quality of life.

Reports to:

Reports directly to the Executive Director, or in their absence, to the Programs Manager.

Wages, Benefits & Hours

A permanent, part-time position with wages from \$22.68 - \$25.19 depending on experience. Employees working more than 20 hours weekly are eligible for employer paid benefits plan.

Scheduled shifts and on-call basis. Current working hours can be up to 25 hours weekly with shifts between 8:30am to 4:00pm, Monday through Friday.

Duties and Responsibilities:

- Assisting with reception duties for our walk-in clients and scheduled appointments. Representing Seniors Outreach & Resource Centre in a professional, welcoming, and courteous manner.
- Answering phone calls and in-person inquiries and routing to appropriate staff as required. Responding to routine queries with regards to the organization and services provided.
- Sorting and distributing incoming mail and processing outgoing mail.
- Maintaining client and program information using spreadsheets and/or databases.
- Maintaining a variety of financial records such as petty cash fund, invoices, purchase orders, cheque requisitions, and processing debit and credit card transactions in accordance with established guidelines.
- Receiving work orders, ensuring the accuracy of contractor invoices, and tracking and collecting payments.

- Providing word processing, data input and typing support such as correspondence, meeting minutes, forms and client information. Drafting routine correspondence such as thank you letters and internal memoranda.
- Arranging rooms for meetings, scheduling appointments, and making travel arrangements. Occasionally preparing agendas and taking minutes at meetings.
- Maintaining, monitoring, and ordering office and janitorial supplies.
- Collecting, researching, and organizing data from a variety of sources to produce required reports.
- Updating resource information such as brochures, rack cards and posters for community resources and government programs.
- Participating in program evaluation and data collection tasks as requested.
- Developing and recommending office procedures to management. Ensuring that approved office policies, procedures, and practices are understood and followed.
- Maintaining a knowledge of community resources to support older adults and their caregivers. Communicating with our regular partners and contractors who support service delivery to seniors.
- Recognizing and responding to potential emergency situations with confidence and ease.
- Working as part of team to ensure best practices in service provision to our clients through all programs and events.
- Performing other related duties as required.

Qualifications & Experiences:

- Grade 12, plus completion of a program in business or office administration or an equivalent combination of education, training, and experience.
- Must successfully complete a criminal records check.
- Excellent computer literacy skills, including the use of email, word processing, databases, and spreadsheets (Microsoft Office).
- Interest and ability to work with older adults and contribute to a friendly environment that works with the public and vulnerable populations.
- A strong customer service background, with excellent written and verbal communication skills.
- Strong time management, multi-tasking, organizational and scheduling skills.
- Strong team player who can work effectively as part of a multi-disciplinary team.
- Ability to provide an open and welcoming demeanor as first point of contact with clients, including the capability to listen and communicate with compassion, and the confidence to be assertive when needed.

- Knowledge of aging-related changes and understanding of local health and social service systems is an asset.
- Must have strong ethics, professional boundaries, and excellent interpersonal skills.

Working Conditions:

Work will be in an office setting.

Psychological Demands

This employee is expected to manage multiple tasks, make quick decisions, and will encounter seniors who are impacted by health and social issues, such as poverty, precarious housing, elder abuse, grief and loss, and other impactful situations.

Physical Requirements

Ability to work in an office environment, including sitting at desks and using phones, computers and data entry.

Acknowledgement & Agreement

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organization and the overall business objectives of the organization.

SIGNATURE: _____
Employee

NAME: _____
Print

DATE: _____