



Support, every step of the way

EXTERNAL JOB POSTING

Job Title: Administrative Assistant

Program: Client Support Services

Posting Date: April 9, 2018

Status: Full Time, permanent, non-union

Place of work: 52 Catharine St N

Job Posting #: 946

Effective: ASAP

Posting Closing: April 16, 2018 @4PM

Purpose: We currently have an immediate need for an Administrative Assistant to work with our Client Support Services and to provide additional support to our Wesley Interpretive Services program. This is an exciting full time opportunity for a highly motivated individual to work in a hands-on role requiring flexibility and the ability to multi-task in a fast paced environment. The following outlines the general duties, qualifications, and core competencies associated with this position.

Duties:

1. Provide administrative and reception support to the Client Services Support program.
2. Type correspondence, reports, and other documents.
3. Maintain program and office files.
4. Provide administrative support to Wesley Interpretation Services
5. Reception duties including answering phones, welcoming and referring visitors/clients to appropriate staff and services.
6. Maintain and update community resource binders as required.
7. Assist with the organization and coordination of program activities.
8. Liaise with staff to collect, compile and input data into the ETO and iCARE database.
9. Coordinate the ordering of office supplies and repairs to office equipment and facilities.
10. Create and circulate program flyers.
11. Assists with preparing reports for Program Manager.
12. Evaluate the program on an on-going basis and recommend service delivery changes.
13. Work in a team and independently to provide support to newly arrived GARs.
14. Participate in supervision and consultation twice per month directly with the Manager of Newcomer Services
15. Responsible for front desk coverage and reception duties
16. Attend staff meetings and training sessions as required.
17. Other duties as assigned.

Qualifications:

1. Post-secondary education in an Administration or Secretarial field.
2. At least 2 years of experience in the Administration or Secretarial field.
3. Self motivated with strong organizational skills with the ability to work under pressure.
4. Experience working in a culturally diverse Client/Customer Service environment.
5. Advance computer and word processing skills (Microsoft Office, etc).
6. Knowledge of desk top publishing and presentation software an asset.
7. Demonstrated success in preparing written correspondence and communicating with individuals verbally.
8. Must also have ability to operate and maintain multi-line phone system as receptionist.
9. Fluency in another language an asset.

Competencies

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Interested applicants please send resumes including cover letter to: hr@wesley.ca

Wesley Urban Ministries is an equal opportunity employer which embraces diversity. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at www.wesley.ca. Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at hr@wesley.ca.