



Surrounded by Cedar Child & Family Services

Position Description

Administrative Assistant

Overview

SCCFS' vision is to support the empowerment of the urban Indigenous community to continue the reclamation of traditional systems of caring for and protecting children so no child or youth will be placed in care. To achieve this, SCCFS will provide child and family services strongly rooted in Indigenous cultural values and world views while ensuring urban Indigenous children and youth grow up connected to family, community and culture.

Position Summary

Reporting to the Administration Team Leader, the Administrative Assistant provides a range of confidential, administrative support functions to the SCCFS team and to children, youth, families and others visiting or calling SCCFS. The Administrative Assistant provides reception, delegated team support and general administrative support.

Primary Responsibilities

Front Desk Reception

- As required, assists with reception functions, answers incoming calls, provides information, responds to basic inquiries, directs callers and takes messages as required. Determines if call is an emergency and responds accordingly.
- Greets visitors and clients, ensures their comfort and directs them to appropriate staff.
- Assists clients to pick up bus passes/tickets, vouchers, cheques, letters, or other items left at the front desk for pick up.
- Ensures visitors and staff follow sign-in and sign-out processes to ensure safety.
- Ensures that the reception area is tidy and welcoming.
- Processes incoming mail and other paperwork by logging, stamping, sorting and distributing while ensuring confidentiality is maintained.
- Logs and distributes faxes and emails that come into the general mailbox.
- Organizes incoming and outgoing couriers and mail.
- Monitors postal meter and ensures an available balance.
- Monitor meeting room spaces, staff/guest sign-in/sign-out and office machines such as printers, photocopiers, fax machines, postal meters.
- Data entry using a variety of Microsoft Office programs (Outlook, Word, Excel, Publisher)
- Notify and alert staff of emergency situations.
- Assist with staff travel arrangements as required; Ensures travel documents and approvals are filed in the travel binder.

Delegated Team Support

- Maintains accurate and efficient filing procedures for all Child Service (CS), Residential Resource (RE), Youth Agreement (CS), and Agreements with Young Adults (SP) files according to record retention guidelines.
- Electronic and physical file management including opening new files, generating new volumes, preparing file transfers, managing file closures, retrieving files from offsite and other offices; preparing agency files for offsite storage and disclosure.
- Utilizes information management systems including Ministry Information Systems (MIS), Integrated Case Management (ICM), Resource and Payments (RAP) and Corporate Records Management Systems (CRMS) to run queries, locate information, generate reports, and enter data.
- Retrieves file information as requested.
- Relieves employees in other administrative positions, where needed as directed.
- Photocopies documents for filing as requested.
- Processes payment requisitions according to agency policy and procedures, utilizing a variety of programs and/or software.

Administrative Support

- Assists with special projects as requested.
- Provides back up coverage to the Receptionist and the Team Assistants in times of high workload, vacation or other absences.
- Attends bi-weekly staff meetings, in-house trainings, and other meetings as required; Participates in agency events and activities as necessary.
- Supports the value of taking care of our spaces by assisting with light cleaning duties including kitchen areas, meeting spaces, reception areas, and other common spaces.
- Participates in agency committees and/or working groups at the request of the Executive Assistant or other members of the Leadership Team.

Finance Duties

- Obtain approvals and required signatures for all spending.
- Track receipts for all spending on company credit cards.
- Maintain and reconcile petty cash as directed/required.
- Assists with photocopying, sorting, filing, check tracking etc.

Other related duties as assigned

Knowledge, Skills, and Abilities

- Well-developed communication and interpersonal skills.
- Excellent client service skills. Friendly, positive, responsive, professional and helpful.
- Well organized and proactive with strong time management skills.
- Ability to multitask with high attention to detail.
- Well-developed office administration skills including filing and operating office equipment.
- Ability to maintain a high level of confidentiality.
- Intermediate computer skills including MS Office and various government information software and programs.
- Understanding of office equipment including copiers and phone systems.

- Able to work independently with minimal day-to-day supervision as well as working within a collaborative team framework.
- Respect for Indigenous people and culture.

Training, Education, and Experience

- Grade 12 education, computer skills and office administration training/diploma.
- 1-2 years prior experience in office administration ideally within a health/social service-related organization.
- Satisfactory Criminal Record Check.

Working Conditions

Work is performed primarily in the Surrounded by Cedar office.

Critical Success Factors

In support of our Vision and Mission, we embody an agency culture that is supportive, team-oriented, caring, genuine/authentic, respectful, and fun (with laughter). Most importantly, we work from the heart to support our belief that: *Children are the most sacred gift that will ever be given by the Creator.*

<i>Department:</i>	<i>Administration</i>	<i>Reports To:</i>	<i>Administration Team Leader</i>
<i>Updated:</i>	<i>January, 2020</i>	<i>Direct Reports:</i>	<i>None</i>