



Surrounded by Cedar Child & Family Services

Position Description

Administrative Assistant, Reception

Fort Street Location

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 Office Manager, the Administrative Assistant, Reception is the first point of contact for children, youth, families, caregivers, and others who are visiting and/or calling SCCFS. The Administrative Assistant-Reception provides reception and general administrative support, books travel and ensures a welcoming environment for all visitors to the agency.

Primary Responsibilities

Front Desk Reception

- Answers incoming calls, provides information, responds to basic inquiries, directs callers, and takes messages as required. Determines if the call is an emergency and responds accordingly.
- Greets visitors and clients, ensures their comfort, and directs them to appropriate staff.
- Assist clients to pick up bus passes/tickets, 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.
- Prepares and monitors staff sign in/out board and follows up with staff as required.
- Ensures that the reception area is tidy and welcoming.
- Updates the event poster board with upcoming agency and community events. Keep pamphlet rack up to date and stocked.
- Tracks and monitors community pantry stock and coordinates order for approval.

Coordinates Incoming and Outgoing Mail

- 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.

Books Staff Travel

- Responds to approved travel requests, research hotels and transportation. Books accommodations using third party credit card information and tracks receipts for visa reconciliation.
- Ensures travel documents and approvals are filed in the travel binder.

Administrative Support

- Assists with special projects as requested.
- Maintains various electronic and paper filing systems.
- Administers, tracks, and monitors key inventory (sign in, sign out, ordering, replacing).
- Coordinates signing in/out of company vehicles, keys, fuel charge cards and receipts.
- Assists with various agency events and meetings.
- Monitors inventory and with approval, orders stationery, other office supplies/services, agency swag etc. and verifies orders are received and correct.
- Coordinates and attends bi-weekly staff meetings; requests agenda items, records minutes and distributes.
- Assists with the design and distribution of agency event posters, invites, flyers, and other communications.
- Attends in-house trainings, and other meetings as required; Participates in agency events and activities as necessary.
- Participates in agency committees and/or working groups at the request of the Office Manager or other members of the Leadership Team.
- Coordinates and monitors bookings for SCCFS office/meeting room space.
- Orders monthly bus passes for youth and families and arranges for pick up.
- Updates and distributes staff contract lists on a continual basis. Updates agency phone system on continual basis.
- Monitors printer, fax machine and photocopier; orders and replenishes supplies as required and connects with vendors for repairs.
- Updates new employee orientation binders as requested.
- Arranges catering for agency events as requested and monitors budgets, approvals, and spending authorities.
- Creates and maintains RSVP lists for agency events and activities.
- Assists with light cleaning duties and the ongoing maintenance/organization of the office including lobby, kitchens, storage rooms, file rooms, and meeting spaces.
- Light lifting may be required.
- At times, this position may provide short periods of child supervision.
- Other related duties as assigned.

Petty Cash

- Administers petty cash for transactions up to \$100.
- Ensures financial procedures are followed including approved requisition forms and receipts.
- Ensure petty cash is kept safe and secure.

Finance Assistance

- Processes visa reconciliations for cardholders as requested.
- Assists with photocopying, sorting, filing, check tracking etc.

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, paying 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.
- 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

- Completion of Grade 12 and at least one year of experience in office administration, ideally within a social service setting.
- Proficiency in the use of Windows-based computer applications.
- Knowledge of and ability to maintain electronic and physical filing systems.
- Satisfactory Criminal Record Check.

Working Conditions

Work is performed primarily in the Surrounded by Cedar office at our Fort Street location. Some lifting and cleaning duties are required. Employees in this position must be able to safely lift between 15 and 25 pounds.

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>Office Manager</i>
<i>Updated:</i>	<i>December 2024</i>	<i>Direct Reports:</i>	<i>None</i>