



THE FEDERATION
of COMMUNITY SOCIAL SERVICES of BC

Job Description Administrative Assistant

Purpose:

Recognized as a voice for community social services to children, youth, individuals, and families in BC since 1982, The Federation of Community Social Services of BC (The Federation) represents diverse, caring and committed member agencies. Our mission is "to (act) as a catalyst for positive change to British Columbia's social policies and community programs," in order to support our vision of "a society of strong, healthy individuals and families, and caring, inclusive communities strengthened by comprehensive, responsive, high-quality supports and services." We are member driven and community focused, working on behalf of the whole sector to develop a vibrant, sustainable social services system supporting individuals and families.

Job/Position Summary

The Administrative Assistant position serves to contribute to the organizational strengths of the organization, and to ensure efficient day-to-day operation of The Federation office.

Organizational Status

- Reports to the Director of Administration & Finance
- Provides secretarial and administrative assistance to the Director of Administration & Finance
- Works from the Federation office with an option to work up to 5 hours/week from home
- 20 hours/week
- Travel to The Federation Provincial Meetings as required

AREAS OF RESPONSIBILITY

Administrative

Reception

- Serves as first point of contact; greets guests in a professional and friendly manner
- Receives and directs calls and guests at office location, provides information, and maintains an awareness of movements/locations of team
- Receives, logs and directs mail, faxes, and courier deliveries for distribution
- Prepares, sends, receives and logs cheques by courier
- Prepares and sends outgoing faxes, mail and courier parcels
- Handles voice mail from the general mailbox and/or directs to the appropriate team member
- Forwards information by receiving and distributing communications; collecting and mailing correspondence; and copying/scanning information
- Coordinates The Federation general email account, and replies to general information requests with the accurate information

- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility

Office Administration

- Uses computer word processing, spreadsheet, and database software to prepare documents and reports
- Maintains The Federation email distribution lists in Microsoft Exchange
- Maintains an equipment inventory list and coordinates maintenance as needed
- Maintains equipment by completing preventive maintenance; troubleshooting failures; calling for repairs; monitoring equipment operations
- Maintains an office supply inventory – orders, receives and stores the office supplies ensuring that basic supplies are always available
- Develops, maintains and carries out efficient documentation and filing systems both electronic and hard copy for Federation administration files
- Responsible for coordination and preparations for meetings held within The Federation offices including ordering catering, ensuring supplies are provided, and setting up audio visual equipment, if necessary
- Schedules, attends, and records team meetings
- Arranges travel/accommodation arrangements for Federation team as needed
- Receives and scans Bursary applications, and compiles applicant information
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility

IT Technical Services Administration

- Supports the Director of Administration & Finance with communicating/working with IT management provider to ensure appropriate and effective systems and support.
- Provides ongoing support to staff regarding computer software applications and programs, including arranging training as required.
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility.

Support Assistance

- Provides administrative support to the Director of Administration & Finance as required
- Provides support to the Executive Coordinator in their role as required and directed
- Provides relief for the Executive Coordinator as required
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility

General Responsibilities

- Participates in maintaining a binder for current administrative and financial procedures for the Administrative Assistant position.
- Maintains office Health and Safety documents and procedures.
- Assists to keep office neat and tidy by maintaining own workspace and any other space that you may utilise
- Completes times sheets, coding time for projects as required
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility

Education/Work Experience

- Diploma or certificate in Business and/or Financial Administration, or equivalent experience
- Minimum of one year experience as an Administrative Assistant
- Experience with minute taking an asset
- Previous knowledge and experience in the community social service sector an asset

Skills/Abilities

- Strong administrative skills, demonstrating a sound knowledge of office systems and procedures
- Strong problem-solving and decision-making skills
- Ability to work independently and in a team environment
- Able to respond quickly to new or changing work demands
- Proven ability to multi-task and manage a demanding workload
- Outgoing and friendly demeanor for first point of contact responsibilities
- Strong written, verbal and interpersonal communication skills
- Self-motivated, able to set priorities and meet deadlines
- Highly organized and detailed oriented
- Knowledge and proficiency in use of Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Access), Microsoft Office 365, and Adobe Pro
- Comfortable with learning other computer systems as required with a solid understanding of internet programs
- Possess cultural awareness and sensitivity