

POSITION DESCRIPTION

Job Title: Administrative Assistant
Reports to: Supervisor of Services
Revised: March 2021

Primary Function:

Under the Direction of the Supervisor of Services, the Administrative Assistant provides reception coverage and duties, comprehensive administrative support for all service-related positions, functions and undertakings in accordance with Wesway's policies and procedures, applicable Ministry guidelines and legislation. The Administrative Assistant provides administrative support to other departments as required.

Roles and Responsibilities:

- Ensure effective coverage for reception, phone lines, mail, etc. with a focus on good customer service. Provide general support to visitors.
- Verify and enter Respite Worker time sheet hours/occurrences into database according to appropriate guidelines/categories.
- Provide support with the Service's invoicing processing, such as screening eligible expenses, providing instructions/clarity for families, follow-up calls, cross-checking information, and tallying figures.
- Obtain, input, track and/or generate service data for financial and statistical purposes and/or reports.
- Assist with the development and ongoing maintenance of websites.
- Assist with promotional efforts including the set up and staffing at conference and mall displays as well as other community-building events.
- Create and generate service-related reports as required.
- Obtain, track and process volunteer service hours for statistical purposes and associated volunteer honoraria. Create and generate volunteer-related service reports.
- Research and prepare information and/or presentations for project specific tasks.
- Act as a resource and support with service evaluations which may include conducting telephone surveys, compiling data, etc.
- Identify and report unusual service-related situations, incongruities or discrepancies to the appropriate people.

- Open and maintain all database information for families and providers, ensuring that information is current and available.
- Support the development and maintenance of Wesway's service tracking database, which includes system design, report development, modifications, and other office systems.
- Provide internal service-related computer software orientation and training support.
- Schedule Respite Home participants on a regular basis according to available matching information and annual service plans. Confirm schedules with families.
- Schedule Respite Workers at Wesway's Respite Home locations, in accordance with the collective agreement and all established policies/procedures/protocols. Complete all required documentation.
- Coordinate and provide full administrative support for On-Call (e.g. update, copy, disseminate information, ensure availability of appropriate supplies and equipment, etc.)
- Coordinate and provide full administrative support for Annual Service Planning packages and contracts.
- Provide administrative support and record minutes for all relevant committees.
- Develop and maintain appropriate administrative support systems for services (e.g. ensure that current information is available in all appropriate places, coordinate service-related billing, mail-outs, training manuals, information booklets, copying, filing, etc.).
- Coordinate appropriate file retention systems for all service-related records.
- Create and distribute agency communiqués (e.g. Respite Worker Communiqué, family focus group invitations, other mail-outs, etc.)
- Participate in the development of policies and procedures to ensure consistent and effective service delivery.
- Carry out all administrative duties such as photocopying, typing, filing, compiling, binding, scanning, uploading, faxing, etc.
- Organize and schedule meetings and appointments.
- Update and maintain Administration Operations Manual.
- Provide assistance with booking staff travel and accommodations.
- Provide team coverage support for Administration and other positions as required.

Other

- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process.
- Other duties as assigned.

Qualifications

- Diploma in Office Administration and a minimum of three years administrative experience in an office environment (or an equivalent combination of education and experience).
- Proven record of successful experience in a team-oriented work setting.

- Excellent interpersonal and communication skills.
- Ability to use tact, judgement and discretion when dealing with confidential matters.
- Excellent organizational skills and self-motivation.
- Ability to manage multiple tasks within tight timelines.
- Advanced computer skills with demonstrated proficiency in a Microsoft Office environment (Publisher, PowerPoint, Excel, etc.).
- Comprehensive knowledge of office practices, procedures and equipment.
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it.