

## **POSITION DESCRIPTION**

Job Title: Administrative Assistant

Reports to: Supervisor of Services

Revised: March 2021

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### **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