



# Job Posting: Bilingual French-English Administrative Assistant

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## Building Inclusive Communities

### Temporary Full-time (1.0 FTE or 5 days per week) 1 year maternity leave contract position

June 7, 2016

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years we have been assisting families and individuals through counselling, community development, advocacy and public education programs. We also work with a range of partners to build a vibrant community social services sector. Family Service Toronto is a proud United Way member organization. Our services are available to everyone who lives or works in Toronto.

Reporting to the Operations Manager, Building Inclusive Communities (BIC), the Bilingual Administrative Assistant, Building Inclusive Communities is the first point of contact for all clients, suppliers and visitors when they contact Family Service Toronto's Developmental Service teams (Options, Person-Directed Planning, Passport and Operations), either by phone or in person. Working closely with the Operations Manager and other Administrative Assistants this role will maintain a professional office environment and will ensure that office administrative processes function smoothly. We are committed to developing a service team that reflects the diversity of the population who live and work in the City of Toronto.

### Responsibilities include:

- Responsible for greeting, welcoming and directing all visitors and callers in a professional, respectful, effective and courteous manner, both in English and in French
- Responds to distressed clients, provides reassurance and informs them of options for assistance and/or involves the program duty day staff person or a manager
- Ensures client and FST confidentiality is maintained
- Creates and updates client records in electronic client databases
- Records team meeting minutes
- Types and edits prepared letters, reports, case summaries, memos, etc., as required
- Creates training and provides technical support for team's use of DocuShare and the electronic client databases including the creation of user process manuals
- Provides technical support for phones, desktop/laptop, printer/photocopiers and shredders; including the coordination of technicians as necessary

- Assists in monitoring data quality in electronic client databases in collaboration with the Manager, BIC Operations
- Downloads, saves, and prints Passport applications from the Passport Portal
- Verifies accuracy of mapped scores and ensures traffic flow and sorting of mapped files.
- Enters and updates mapping scores and other required information in database and assists in checking consistency of entries
- Assists with the development of quarterly MCSS reports
- Coordinates the online storage process, including: the provision of training and support to temp staff who scan documents; Excel formatting to create file name library; verification of file library on Docushare.

### Qualifications:

- One to two years community college or a combination of education and experience in a relevant field
- One to three years of experience in reception and administrative functions
- Demonstrated skill in a customer service role
- Ability to sensitively and professionally respond to the needs of clients who are first time callers, are calling in crisis, are repeat callers, etc. and the ability to maintain client and organizational confidentiality
- Initiative and ability to manage competing demands and set priorities
- Good verbal and written communication skills in English and French
  - Proficient computer skills (e.g., skills using Microsoft Word, Excel, PowerPoint Outlook and Access)
  - Accurate, 60 wpm typing skills
  - Tact, diplomacy and flexibility in dealing with people in a variety of roles
  - Ability to work as part of a team in a diverse environment
  - Ability to work in and contribute to an environment which respects the human rights, dignity and worth of all individuals
  - Ability to work accurately with strong attention to detail in an environment with many potential interruptions
  - Demonstrated commitment to principles of social justice, equity, inclusion and cultural competency
  - Ability to work flexible hours (e.g., one evening per week)
  - Familiarity with smartphone functionality and ability to troubleshoot issues
  - Familiarity with the functionality of various types of hardware, including phones, desktop/laptop computers, printer/photocopiers and shredders
  - Experience creating training presentations and user manuals

### Salary Range:

Salary Grade 5, Bargaining Unit ; \$40,413 - \$49,717

### Primary location:

700 Lawrence Avenue West (Lawrence Square Mall)

## Deadline to apply:

No later than 5 p.m. June 22, 2016

Interested applicants are invited to submit a letter of application and resume, quoting File REP #17-16 to:

Human Resource Services,  
Family Service Toronto,  
#202 - 128A Sterling Road  
Toronto, ON, M6R 2B7

OR e-mail: [hrdep@familyservicetoronto.org](mailto:hrdep@familyservicetoronto.org)

**FST is committed to a policy of equity and inclusion.**

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Access and Equity policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview. No phone calls please.

[www.familyservicetoronto.org](http://www.familyservicetoronto.org)