



# Bilingual English-French Administrative Assistant

<b>Position:</b>	Bilingual English-French Administrative Assistant
<b>Program:</b>	Building Inclusive Communities
<b>Contract:</b>	Permanent full time – 35 hours/week
<b>Primary Location:</b>	700 Lawrence Avenue West/128A Sterling Road
<b>Salary:</b>	\$40,817 – \$50,214 BU Grade 5
<b>Application Deadline:</b>	February 2, 2018, 5.00pm
<b>File Number:</b>	BIC #1A-18 – with cover letter and resume
<b>E-Mail:</b>	<a href="mailto:hrdep@familyservicetoronto.org">hrdep@familyservicetoronto.org</a>
<b>Mail:</b>	HR, Family Service Toronto, #202 – 128A Sterling Rd, Toronto, ON M6R 2B7
<b>Web:</b>	<a href="http://familyservicetoronto.org">familyservicetoronto.org</a>

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community-building and working with partners to strengthen the sector.

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, PassportONE 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.

**In applying, please clearly identify how you meet the specific qualifications outlined.**

## **KEY RESPONSIBILITIES**

- 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
- Provides training and technical support for team's use of DocuShare and the electronic client databases
- Provides training and technical support for phones, desktop/laptop, printer/copiers and shredders; including the coordination of technicians as necessary
- Monitors and coordinates technical support for Capturemail/fax invoice.
- Assists in monitoring data quality in electronic client databases in collaboration with the Manager, BIC Operations
- Downloads Passport applications from DSCIS and uploads to DocuShare
- Updates mapping scores and other required information in database and assists in checking consistency of entries
- Prepare letters for waitlisted and funded clients
- Assists with the development of monthly and 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
- Coordinates health and safety repairs, adjusts workstations, and sources 'parts' as needed (e.g., fluorescent lights)
- Performs electronic client databases testing to support software development.

## **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, Access and CRM)
- 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/copiers and shredders
- Experience creating training presentations and user manuals

- Current criminal reference check with vulnerable sector search

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion 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.**