



Administrative Assistant

Position:	Administrative Assistant
Program:	Building Inclusive Communities
Location:	128A Sterling Road
Contract:	Permanent, full time - 35 hours per week
Hours:	9:00am-5:00pm Monday through Friday
Salary:	\$40,817 - \$50,214 BU Grade 5
Application Deadline:	November 22, 2018; 5.00pm
File Number:	BIC #35-18 with cover letter and resume
E-Mail:	hrdep@familyservicetoronto.org
Mail:	HR, Family Service Toronto, 355 Church Street, Toronto, ON M5B 0B2
Web:	familyservicetoronto.org

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.

The Administrative Assistant is the first point of contact for all clients, suppliers and visitors when they contact Family Service Toronto, either by phone or in person. This role will ensure that office administrative processes function smoothly. In applying, please clearly identify how you meet the specific qualifications outlined below.

We are committed to developing a diverse service team that reflects the diversity of the population who live and work in the City of Toronto.

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KEY RESPONSIBILITIES

- Responsible for greeting, welcoming and directing all visitors and callers in a professional, respectful, effective, courteous manner and informing staff of their arrival.
- Prepares information packages in advance (e.g., client information forms, service agreements, evaluation documents, program specific documentation requirements), hands out to clients and explains documents.
- Answers telephone, using a bilingual French/English greeting, and responds to inquiries.
- checks, routes and responds to messages in the general delivery mailbox as soon as possible, after messages are left.

- Collects, updates and inputs information (e.g. client information; consent forms; evaluation materials; surveys; scanning and attaching correspondence, reports, group attendance etc.) into applicable electronic client databases, according to required timelines required by the program and/or funder
- Collecting/reconciling and submitting fees from individual clients/group program participants and issue receipts
- Schedules Options duty day and team meeting rotation and posts on the board.
- Entering information into FST's data systems. Receives and scans invoices to eForm.
- Works with relevant manager(s) to orient and update staff, students and volunteers to relevant administrative protocols of the site (how to use the security system, how to notify support staff of absences or changes to schedules; location of office supplies, mail slot, file room).
- Orders and maintains office supplies (including TTC tokens, taxi chits, paper and toner) and office equipment with the support of the Senior Administrative Assistant.
- Ensures that adequate kitchen supplies are on hand for meetings and training sessions.
- Ensures the first aid boxes are maintained.
- Keeps abreast of developments in local community resources as they relate to site-specific programming. Develops and maintains systems to share this information with site staff.
- Informs IT department staff when server, printers, phone system or any other electronic system is down and follows instructions to restore service.
- Acts as a liaison with various service providers (e.g. property management, security company, internal FST supports) regarding issues identified within the suite.
- Participates in quality improvement activities as relevant.
- Ensures office is working efficiently and reports problems/suggestions to manager.

QUALIFICATIONS

- Community college diploma and/or equivalent combination of education and experience in the field of administration, social services, psychology over a minimum three-year period. Foreign credentials and relevant experience will be considered.
- One to three years reception/administrative experience.
- Demonstrated skill and experience in dealing respectfully and competently with a diversity of community members, in a customer services role.
- Knowledge of a trauma informed framework for interacting with clients and others.
- Proven ability to sensitively and professionally respond to the needs of clients who are first time callers, calling in crisis, repeat callers, callers who speak little or no English, and people with disabilities (non-verbal, blind, deaf/hard of hearing and intellectual disabilities).
- Knowledge of community resources and supports in the City of Toronto.
- Good listening, verbal and written communication skills Strong keyboarding and computer skills, particularly with Microsoft Office (Word, Excel, PowerPoint), and CRM.
- Experience working with an electronic database.
- Proven ability to manage competing demands and prioritize work within the context of multiple requests for time and assistance with many potential interruptions.
- Excellent organizational, coordination and time-management skills.

- Demonstrated ability to take initiative, work in and contribute to an environment which respects the human rights, dignity and worth of all individuals.
- Demonstrated experience working effectively as part of a team and ability to work independently.
- Demonstrated commitment to principles of cultural competency, social justice, anti-oppression, equity and inclusion.
- Experience in working with students and/or volunteers.
- Satisfactory up-to-date Criminal Reference Check and Vulnerable Sector Check.

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 only contact the individuals selected for an interview.

No phone calls please.