



The following position is available for one (1) year and applications are invited:

TITLE/BRANCH

Administrative Assistant – Included
Intake Branch

LOCATION

Location: Yonge & Bloor, Toronto

SALARY RANGE: \$51,192 - \$59,262

PURPOSE:

This position performs administrative support functions for the Intake Branch, as well as confidential administrative services to Management staff.

MAJOR RESPONSIBILITIES:

1. Provides administrative support services to an Intake Team: screens and responds to general telephone inquiries from the public, clients, suppliers, staff and external agency representatives. Relays messages, records details and refers to appropriate individual. Personally responds to routine calls.
2. Provides administrative assistance to the Branch Director's Administrative Assistant / Supervisor when requested, such as co-ordinating clerical coverage, scheduling branch conferences, typing confidential material and ensuring office equipment remains in good working order.
3. Provides confidential administrative support services to the Management Staff.
4. In the absence of the Branch Director's Administrative Assistant / Supervisor, provides full time coverage for the Branch's confidential administrative work such as the typing and processing of performance appraisals, budgets, labour relations material, personnel forms, petty cash, property matters and the co-ordination of clerical coverage schedules. Ensures relevant information is brought forward to the attention of Branch Director/Assistant Director.
5. Conducts, in an efficient manner, accurate record searches using legacy, Child Protection Information Network (CPIN) and FastTrack to create Intakes based on information provided by protection workers. Accesses and updates information using the Child Protection Information Network (CPIN).
6. Types from written or dictated information a variety of material such as memos, letters, schedules, lists and minutes. Occasionally composes correspondence.
7. Prepares and updates reports and statistical records using database/spreadsheet applications, including maintaining comprehensive records of all case transactions within the branch.
8. Participates in team meetings and, when required, in other branch or Agency meetings; takes minutes at meetings as required.
9. Acts as back-up to other clerical or reception positions ensuring adequate coverage.
10. Provides support to staff with computer and technology applications.
11. Advises Supervisor of any problems in execution of administrative and team responsibilities and participates in the planning for resolution of problems.
12. Performs a variety of administrative duties as required, such as: opens, logs and distributes mail and faxes; places advertisements in newspapers; photocopies, scans and faxes material;

maintains office supplies; books rooms; inputs information in the Children's Transportation Centre (CTC) system; maintains team meeting, supervision and case assignment schedules; completes agency forms, etc.

13. May organize and coordinate special projects for the Branch (i.e. Ministry audits, etc.)
14. Acts in accordance with and incorporates the Society's Code of Ethics, Confidentiality, Anti-Oppression/Anti-Racism, Harassment & Discrimination policies, etc.
15. Complies with Society's financial policies and procedures by using sound judgment in consideration of financial resources. This may include preparing payment requisitions, managing petty cash and TTC fare distribution.
16. Works in a safe manner in accordance with the Society's health and safety policies and procedures and all relevant legislation.
17. Performs other tasks as required.

QUALIFICATIONS:

Education and Experience

- Secondary School Diploma, plus 3 years recent administrative experience; or
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Knowledge and Skills:

- Proven ability in keyboarding and using computer systems including Microsoft Office applications.
- Demonstrates ability to work with confidential materials.
- Ability to work patiently and co-operatively with all stakeholders.
- Effective and pleasant communications skills, including excellent telephone manner.
- Ability to cope with job pressures originating both internally and externally.
- Ability to work independently.
- Excellent customer service and organizational skills, flexible and able to adapt to the changing needs of the team and the branch and work in a fast-paced, high-pressure setting.
- Ability to be an active and effective member of the branch administrative assistant team as well as service teams.
- Demonstrated initiative, problem solving and de-escalation skills.

ASSETS:

- A good understanding of Branch and Agency systems and procedures.
- Proficiency in a second language.
- CPIN experience.

THIS POSITION IS NOT WITHIN THE BARGAINING UNIT

Anti-Oppression/Anti-Racism at CAST

CAST is committed to having a workforce that is reflective of the diversity of the City of Toronto and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Accommodation at CAST

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants

need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 416-924-4640 x2300. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

Please apply online at www.torontocas.ca under employment section or applications can be faxed (416-324-2400), or mailed (30 Isabella Street, 5th Floor) to the attention of Human Resources. Only qualified applicants will be acknowledged.

POSTING DEADLINE: March 3, 2017