

# Ontario Association of Children's Aid Societies

<b>Position Title:</b>	Department Administrative Assistant / Events Coordinator
<b>Reports to:</b>	Project Manager, Race Equity Practice Framework
<b>Category:</b>	Grade 4, Professional
<b>Positions Supervised:</b>	None
<b>Department:</b>	Child Welfare Service Excellence
<b>Position Established:</b>	June 2017

## Job Summary

This position provides a range of administrative and clerical support to the Project Manager, Race Equity Practice Framework and other project team members, in accordance with OACAS policies and procedures and administrative best practices. The position provides support in tracking of deliverables, timelines and expenditures against budget, manages schedules, and arranges, organizes and supports meetings and/or conferences/field consultations and other events.

## Duties and Responsibilities

### Administrative and Clerical Support

1. Provides administrative and clerical support to the project team by:
  - preparing letters, memos, reports, forms, presentations, spreadsheets, graphs, charts and statistical information, using a variety of software packages
  - preparing, sorting, prioritizing, distributing and tracking incoming and outgoing mail
  - monitoring e-mail, voice-mail
  - drafting correspondence
  - responding to telephone and written enquiries from OACAS members and the community; re-directing inquiries, as appropriate
  - maintaining electronic and paper-based filing systems and basic databases; filing/retrieving/updating electronic and paper records
  - monitoring budget expenditures and preparing expense reimbursements
  - maintaining office equipment

2. Manages schedules and arranges, organizes and supports internal and/or external meetings and/or conferences/field consultations by:
  - maintaining appointment calendars, including scheduling and preparing for meetings, responding to meeting requests from a variety of stakeholders and rescheduling/cancelling meetings as required
  - coordinating facilities and logistics for meetings/conferences/consultations
  - preparing meeting/conference/consultation agendas
  - preparing/organizing materials for meetings/conferences/consultations/speaking engagements
  - copying and distributing meeting/conference/consultation materials
  - assisting with registration and administrative tasks at off-site events or conferences/consultations
  - recording and preparing minutes of meetings
  - booking travel and accommodations
3. Provides support to the project team on all administrative matters, such as correspondence, help desk processes and procedures, budgeting and procurement policies and procedures, printing and web site policies and procedures, attendance, etc.
4. Co-ordinates attendance for the department according to established procedures, by:
  - maintaining department vacation calendar
  - receiving calls from department employees when reporting sick, late or other absence and keeping records of absences
  - adjusting schedules in ADP (enter sick, vacation, other absences), as required
  - following up with employees and managers to ensure that ADP time-off requests are entered and approved in ADP (salaried staff)
  - following up with hourly employees and managers to ensure that hours are entered on time sheets and approved prior to bi-weekly payroll input
  - liaising with the Human Resources Co-ordinator, as needed
5. Participates on internal committees, as requested, and on the OACAS Administrative Committee, identifying administrative issues, reviewing policies and procedures, and recommending solutions/changes.
6. Provides back up for other administrative assistants during absences or times of high workload.

### Events Coordination

1. Work with OACAS event staff to plan and organize events e.g. provincial African Canadian youth, staff, and caregiver gatherings.

2. Plans, organizes and supports online webinars and meetings by: providing audio/visual conferencing and multimedia support using Adobe Connect
3. Coordinate registration, speakers, participants, volunteers
4. Co-ordinates preparation and distribution of print and electronic materials for events
5. Administrative tasks related to communications and/or event planning

### **Qualifications**

- Post-secondary education in business, secretarial/clerical studies, office management or related field or equivalent experience
- 5 years' experience in a senior administrative support position, preferably working with diverse stakeholders in a human services, not-for-profit, or government environment
- Excellent knowledge of administrative policies, procedures, processes, best practices
- Strong writing and proofreading skills, including knowledge of correct grammar, spelling and punctuation, to draft and/or proofread emails, letters, memos, reports, etc.
- Excellent listening and oral communications skills to provide and receive information from department staff and management, colleagues in other departments and external contacts
- Ability to interpret and apply administrative policies and procedures and excellent customer service skills to provide support and advice to the department director, managers and staff
- Superior attention to detail and strong organizational and time management skills
- Planning and coordinating skills to organize and support meetings and conferences and manage schedules
- Excellent problem solving skills and initiative to proactively identify and resolve problems and issues
- Ability to multitask, prioritize work, and meet deadlines with minimal supervision in a fast-paced environment
- Strong team player with excellent interpersonal skills and tact
- Knowledge of basic budgeting to monitor expenditures and prepare expense reimbursements
- Strong computer skills – intermediate to advanced level use of the Microsoft Office suite of programs
- Knowledge of internet searching, teleconferencing and videoconferencing equipment and procedures
- Discretion and experience handling confidential or sensitive information

The following would be an asset:

- Bilingual English/French

- Knowledge of equity, and the anti-oppressive practice framework
- Knowledge and understanding of Indigenous people and history in a Canadian context
- Knowledge and understanding of anti-Black racism and experiences of African Canadians in Ontario

### **Working Conditions**

Position must be able to work flexible/overtime hours during events. Occasional travel is required, primarily within the GTA but possibly within other areas of Ontario on occasion.

Work involves minimal physical or psychological risk, which could result from unavoidable exposure to dangerous situations or hazardous, disagreeable or uncomfortable working conditions.