



Surrounded by Cedar Child & Family Services

EMPLOYMENT OPPORTUNITY

ADMINISTRATIVE ASSISTANT - RECEPTION

JOB TITLE:	Administrative Assistant - Reception	JOB STATUS:	Full-Time, 12+ months (Mat Leave)
DEPARTMENT:	Administration	REPORTS TO:	Executive Assistant
JOB SUMMARY:	Under the supervision of the Executive Assistant, the Administrative Assistant provides a variety of confidential and professional administrative support services to all program areas within the organization. The Administrative Assistant will ensure efficient and timely operations of the office so as to support and enhance the work of the organization.		

Located on the traditional territories of the Lkwungen People, Surrounded by Cedar Child & Family Services' (SCCFS) vision is to support the empowerment of the urban Indigenous community to continue the reclamation of traditional systems of caring for and protecting children so no child or youth will be placed into care. As an urban Delegated Indigenous Agency, SCCFS is committed to providing child welfare and support services that are rooted in strong cultural values and beliefs ensuring urban Indigenous children and youth grow up connected to family, community and culture.

Surrounded by Cedar receives its delegation through the Provincial Director of Child Welfare, who gives the agency the authority to undertake administration of parts of the *Child, Family and Community Service Act*. Under its current delegation agreement, Surrounded by Cedar can administer C4 services (Guardianship).

SCCFS strives to be a culturally safe employer, with a keen focus on Indigenous recruitment and retention. While working at the agency, employees will be involved in various cultural knowledge sharings, activities and ceremonies, while being actively engaged in urban Indigenous community

Purpose

An integral part of the Administration team, the Administrative Assistant/Receptionist will provide professional, friendly and collaborative services while greeting and answering the telephone, attending to visitors and dealing with inquiries on the phone and face to face. This position will supply general information regarding the organization to the public, clients and customers. This role is multi-faceted and high-paced while providing a broad range of support to the Surrounded by Cedar organization.

Reception duties include:

- Answer phones, retrieve voice mail, identify nature of calls and information required, respond to general inquiries on programs and services, take messages and direct calls to appropriate staff;
- Prepare and monitor staff sign in / sign out board and follow up with staff as required;
- Greet any clients / visitors to the agency and direct them to the appropriate staff;
- Record incoming/outgoing mail; open, date stamp, record and distribute incoming mail, courier packages, and faxes to appropriate mail slots;
- Renew staff lists on a continual basis to ensure they are kept up to date;
- Order monthly bus passes for youth and families and arrange pick up;
- Serve clients who arrive at the agency to pick up bus passes/tickets, vouchers, cheques, letters, or other items;
- Monitor meeting room bookings, updating as necessary and prepare meeting room spaces for special events/meetings as requested by individual team members;



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- Courier packages as required (wrap packages, make up labels, fill out courier slip and call courier for pick-up, retain courier slip for invoice purposes).
- Keep reception area neat and tidy, maintain the reception area/bulletin boards, and ensure pamphlet rack is stocked and presentable;
- Monitor and replenish office supplies and stationary as required;
- Monitor office machines such as printers, photocopiers, and fax machines, refilling paper and toner as needed;
- Monitor and maintain postage meter funds and operation;
- Update and maintain distribution lists using Microsoft programs such as Exchange, Word and Excel;
- Update and maintain website calendar of events;
- Update and maintain circulation and mailing lists on Microsoft Word as required.

General administrative support duties include:

- Type documentation including correspondence, reports, statistical tables and other records;
- Create and distribute the agency's quarterly newsletter;
- Maintain, track, order and distribute the agency's Lifebook's;
- Order/request applicable forms, booklets, or specific supplies depending on department or program area;
- Review, update and organize related pamphlets, newsletters and stocks as necessary;
- Maintain and update program manuals or binders and ensure their availability to personnel with approved access;
- Notify and alert staff of emergency situations;
- Provide administrative support to social workers, program leads, and the Executive Director as requested;
- Book travel and accommodations for staff as well as children, youth and their family members as requested by the agency's Team Assistant;
- Arrange for catering for agency events as requested;
- Create and maintain RSVP lists for various agency events.

Financial duties include:

- Obtain approvals and required signatures for all spending;
- Track receipts for all spending on company credit cards and reconcile;
- Maintain and reconcile general petty cash;
- Some assistance to Finance Manager.

Other duties include:

- Orient new staff on the various practices / processes in place to support the provision of administrative services within the program or department
- Participate in staff and/or department meetings as required;
- Provide support to co-workers;
- Participate on committees as may be required from time to time;
- Contribute to agency projects as assigned;
- Participate in Occupational Health and Safety programs;
- Assist with light cleaning duties, including maintaining clean and tidy kitchen areas; light lifting may be required.
- Additional duties as required.



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Qualifications:

Education, Training and Experience:

- A diploma in an administrative program; or
- 2 - 4 years' experience in providing administrative support in a similar environment;
- Proficiency in the use of Windows based computer applications including Outlook, Excel, Word, Publisher and other standard computer applications; and
- Knowledge of and ability to maintain filing systems.
- An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Good knowledge of the vision and mission of SCCFS and its programs;
- Experience working in an Aboriginal not-for-profit organization while demonstrating a strong knowledge regarding the impact of colonialism within Indigenous communities;
- Excellent oral and written communication and comprehension skills;
- Active listening and critical thinking skills;
- Ability to function independently and in a team environment;
- Demonstrated organizational and time management skills; ability to work effectively under pressure and meet deadlines;
- Ability to deal with high volume of work with speed and accuracy, paying close attention to detail;
- Ability to maintain positive working relationships with staff, clients, community members, and community partners;
- Enjoys being around children and youth with varying and complex needs;
- Ability to work flexible hours during time sensitive periods;
- Cooperative, courteous, flexible, good natured, and concerned with being helpful and making a good impression;
- Conscientious, maintains the highest level of confidentiality, persistent, resourceful, productive and pro-active;

Preference will be given to applicants who self-identify as Indigenous as per Section 41 of the Human Rights Code.

Closing Date: Monday, April 29th, 2019

Your resume and cover letter which outline how you meet the qualifications required for this position can be submitted to the attention of:

Maren Gray, Executive Assistant
#211-1497 Admirals Road, Victoria BC V9A 2P8
Email: Maren@sccfs.com
Fax: (250) 383-2509