

Office Administrator

Role description

2016.04 rev. 2016.06; 2017.10

Category: Full-time, permanent, with some variation in schedule

Accountable to: Executive Director

General Description

The Office Administrator performs a key role in achieving the agency's mission by welcoming clients, conveying positive messages to supporters, fostering positive relationships amongst staff and volunteers, and providing essential administrative support services to staff and programs, while ensuring a calm environment within an atmosphere of recurring busyness.

As the main first contact for guests and supporters of the agency, the Office Administrator maintains a welcoming environment and ensures they are served promptly, courteously and competently. As the key administrative support staff, the Office Administrator helps other staff to be

efficient in fulfilling their roles and is a key support to the Executive Director.

The work environment is characterized by periods where competing and sometimes urgent demands must be responded to with calmness, kindness and good humour. The Office Administrator prioritizes tasks to ensure that immediate matters of client service are attended to, while staying on track with detailed administrative procedures that may be interrupted.

The Office Administrator works independently most of the time, working one or two evenings per week until 7pm in co-ordination with the Financial Administrator who covers shifts and breaks.

Qualifications

- A college-level administrative professional certificate is preferred. Relevant experience will be considered in lieu of a certificate
- Minimum of three years' experience in a similar role with progressive increase in responsibilities
- Superior competence in Microsoft Word, high competence in Excel and Publisher
- Experience with web site maintenance and social media
- Experience using a data base
- Working competence with computer systems
- Knowledge of basic office systems, including filing and equipment
- Competence in spoken and written English; able to understand and make oneself understood with people whose English may be poor
- Understanding of Jewish culture and community is an asset, but being Jewish is not a requirement
- Spoken Russian and Hebrew are assets, but not requirements

Personal Characteristics

While relevant training and experience are important for this position, even more important are the following necessary personal strengths:

- Organized: prioritizes and handles a variety of types of information
- Unflappable: deals with apparently urgent demands in a fair, calm, reasonable manner
- Amiable: maintains a pleasant, congenial atmosphere and shows kindness.

- Responsive: deals with demands from many sources in a way that all feel their needs are being taken seriously
- Cheerful: maintains a pleasant work atmosphere amidst tensions of a busy office
- Curious: seeks creative solutions to problems
- Communicative: exercises judgement in sharing information with peers and superiors
- Confidential: aware of confidentiality risks, and proactive and protective
- Prudent: stewards office supplies and equipment frugally
- Non-aligned: resists pressure to take sides with possible factions within the office

Duties

A. Reception & Guest Services

- 1. Open and close office**
 - a. Prepare hospitality accoutrements
 - b. Follow, and revise as needed, protocols for phone messaging and office security
 - d. Record initial intake calls for counselling
 - e. Record appointment changes and inform staff
- 2. Answer phone**
 - a. Provide general information about services and the agency
 - b. Determine nature of service being requested
 - c. Transfer calls appropriately
- 3. Hospitality**
 - a. Welcome clients and guests
 - b. Inform staff of attendee's arrival
 - c. Maintain orderliness of reception area
 - d. Prepare hospitality station, offer to guests

B. Program Support

- 1. Receive client payments**
 - a. Process payments and receipts
 - b. Record appointments
- 2. Program assistance**
 - a. Open and close client files
 - b. Update client information
 - c. Reproduce in-house program materials
- 3. Client records**
 - a. Maintain current hard copy files
 - b. Maintain system of scanned archival client and staff records
- 4. Client data base**
 - a. Oversee data entry
 - b. Instruct and coach staff with use of client data base

C. Donor Relations

- 1. Process donations**
 - a. Receive & receipt donations
 - b. Communicate with donors
 - c. Process donation payments
 - d. Produce tribute cards
- 2. Donor records**
 - a. Operate data base and liaise with data base master as needed
 - b. Prepare reports from donor database
 - c. Prepare donor mailings

D. Office Management

1. Provisioning

- a. Maintain inventory of office and hospitality supplies
- b. Replenish office and hospitality supplies as required
- c. Maintain an organized storage system

2. Office equipment

- a. Operate copier, computers, printers etc.
- b. Instruct staff as to operation of equipment, including telephone system and basic computer functions
- c. Order supplies and facilitate repair and updates as required

E. Administration support

1. Non-face-to-face communications

- a. Monitor and route incoming agency emails, faxes, postal mail and phone messages
- b. Process outgoing faxes, postal mail, phone and email messages as required

2. Information technology

- a. Liaise with IT master for telephone and computer/network maintenance
- b. Manage staff identities, outgoing messages and features on telephone system
- c. Manage staff identities on computer network

3. Web Site

- a. Update web site with changing information, such as program schedules, events, boardroom and staffroom documents

4. Money handling

- a. Prepare weekly bank deposits
- b. Code bi-monthly payables
- c. Prepare and send invoices for services rendered
- d. Prepare requests for relief, expenses, payments
- e. Produce monthly bank tally

5. Staff records

- a. Maintain hard copy files
- b. Maintain system of scanned archival client and staff records

6. Staff benefits

- a. Assist staff with completion of registration and changes for extended health and GRSP accounts and transmit to providers
- b. Maintain tracking system for staff eligibility

7. Volunteer records

- a. Track names and number of volunteers and hours worked, by department

8. Other agency records

- a. Organize and maintain hard copy and electronic filing systems for other agency records
- b. Assist staff with use of electronic forms

9. Meeting preparation

- a. Assist with preparation of meetings as required
 - i. Arrange furnishings
 - ii. Refreshment purchase and preparation
 - iii. Setup and take down presentation equipment
- b. Assist with clean up and restoration of room arrangement afterwards

10. Social media

- a. Monitor agency Facebook and Twitter accounts
- b. Route inquires to appropriate staff
- c. Enter posts as needed or requested