



## **Administrative Assistant**

### **JOB POSTING**

Saanich Neighbourhood Place is a not-for-profit and registered charity. Our work focuses primarily on Family Development, Food Security, and Early Childhood programming serving families and youth in the municipality of Saanich. As an organization, we work collaboratively and foster a supportive, positive working environment that values Community, Diversity, Integrity, Quality, and Respect.

**Job Summary:** The Administrative Assistant would be responsible to perform reception duties and provide general admin support to the organization.

**Overview:** We are looking for an individual who works well in a team environment with a pleasant, outgoing manner to complement our staff, keep our reception area well organized, and ensure strong participant relations. We are looking for an individual who pays attention to detail, has strong organizational skills, exceptional telephone manners, a willingness to learn processes, excels in written and oral communication, and able to prioritize duties.

Our ideal candidate is

- Cheerful and friendly to our participants
- Detail oriented and able to thrive in a dynamic environment
- Confident interacting with participants and other team members
- Excellent communication skills in person, by email, and by phone
- A quick learner
- Works efficiently both as an individual and as a member of a team
- Good at prioritizing tasks based on urgency and to meet deadlines
- Computer literate
- Dependable, caring and enthusiastic

**Reports to:** Executive Director

#### **Key Duties and Responsibilities:**

Perform reception duties such as:

- Answer phone inquiries, direct calls, inter-office communications
- Greet and direct participants
- Send and receive mail & courier
- Order supplies and manage inventory

- Maintain reception area in an orderly manner and ensure lobby/hallway is tidy and inviting to guests
- Maintain office equipment and provide assistance in their use
- Process payments

Perform general administrative duties such as:

- Assist in regular updates of company website information
- Assist with creating content for and posting to established social media channels
- Assist with the creation and distribution of newsletters
- Manage room bookings
- Assist with maintaining CRM / Database
- Prepare documents and Minutes for meetings, as requested
- Assist with staff recruitment and onboarding of new hires
- Assist with maintaining orientation manuals, policies and procedure docs
- Assist with reconciling financial transactions
- Supports program delivery staff in administrative functions, as required
- Supports the Health and Safety Committee, as required
- Assist the Leadership Team, as needed

**Qualifications:**

- Relevant post-secondary in areas such as; Office Administration, Business Administration, Communications, Human Resources or other related field of study
- Minimum 2 years' reception and office experience
- Criminal Record check
- Fully Vaccinated for COVID-19

**Required Skills:**

The successful candidate will be required to demonstrate competency in the following areas:

- High proficiency in Microsoft Office required
- Knowledgeable of database systems
- Excellent customer service skills
- Ability to work collaboratively while completing tasks with minimal supervision
- Flexibility to adapt to rapidly changing priorities and openness to assist wherever needed
- Excellent verbal and written communication skills; ability to listen, simplify, and disseminate information accurately
- Strong interpersonal skills; energetic, positive, professional, discreet, and customer service driven
- Must display excellent time management skills with a high degree of accuracy
- Ability to prioritize tasks to meet deadlines
- Appreciate and respect differing opinions, backgrounds, and characteristics
- Strict adherence to confidentiality regulations and ethical standards

**Core Competencies:**

- Service oriented
- Teamwork
- Accountability
- Communication
- Planning and organizing
- Problem-solving /Critical Thinking

**Benefits**

- A supportive work environment
- Group Health Benefit plan
- On-site parking
- Paid time off
- On-site child care

Job Types: Permanent

Salary: \$19.73 per hour

Schedule: 20 hours per week

Work remotely: No

How to Apply: Email your cover letter and resume to: [admin@snplace.org](mailto:admin@snplace.org)