



The Children's Aid Society of the District of Thunder Bay
Caring for children...a community responsibility

Job Posting and Description

**Administrative Assistant
Full Time, Permanent**

POSITION PURPOSE:

This position provides administrative support to a professional team of Child Protection Workers by:

- Maintaining accurate & timely data input of information
- Scheduling multiple members case conferences and meetings
- Assisting and training current and new staff in all agency software
- Attending difficult/complex client meetings and taking minutes
- Anticipating needs of the unit and offering assistance when necessary
- Retrieving unit data as requested in the Frontline database
- Managing and reconciling attendance for the unit using Excel spreadsheets and calendars
- Providing back-up coverage to other team Administrative Assistants, Reception and Records as required.

POSITION QUALIFICATIONS AND REQUIREMENTS:

- Post-Secondary Diploma with a concentration in administrative assistant and/or business programs
- Intermediate skill levels and extensive experience in Microsoft Office (Outlook, Word, Excel, PowerPoint) and Frontline database
- Demonstrated experience utilizing various computer software programs
- Ability to assess workflow and administrative functions and to suggest improvements to improve efficiency, manage data and develop effective systems
- Accurate and fast word processing skills
- Excellent communication skills including strong interpersonal, written and verbal skills with an ability to interact with a wide variety of people
- Excellent organizational, coordination and time management skills to determine priorities, meet strict timelines and manage several assignments simultaneously
- Able to effectively manage inter-personal conflict
- Ability to use sound judgment and tact to address a range of issues and to problem-solve.
- Ability to work independently, or as part of the team.

DUTIES AND RESPONSIBILITIES:

Data Input:

Input referrals and people profile in a timely manner. Send out monthly reminders regarding updates to client units (new members and address changes), file openings and closings. Files are to be reviewed upon closing to ensure that people profiles are up to date; and to ensure that all necessary recordings have been completed and recordings that are not required are deleted.

Case Conferences/Meetings:

Schedule multiple members of family and community for conferences or internal meetings for staff. This would include booking rooms and equipment such as computer equipment, whiteboard, conference phone, etc.) Maintain a listing of attendees. Attend difficult/complex meetings in order to take minutes.

Attendance:

Take daily attendance for unit and reconcile weekly; input and maintain Excel spreadsheets for all approved flex and overtime hours, and all absences (e.g., vacation, sick days, floaters, leaves). Bring forward to supervisor's attention, any flex or overtime that exceeds the maximum allowable to be carried. Reconcile attendance with reports from the human resources department. Chart vacation requests on the Intake & Family Service vacation electronic calendar.

Filing:

Maintain the unit filing system. Ensure that copies of forms being used are up to date.

Correspondence/Brochures:

Create and maintain unit correspondence, including creating templates, brochures/pamphlets, utilizing mail merge and e-mail distribution lists.

Computer Program Training and Support:

Provide training and support to team members regarding all systems and programs used in the unit. Provide orientation and training to all new unit employees regarding telephone and unit workflow.

Unit Meetings:

Coordinate all unit meetings; ensure room booking, advance distribution of agenda; ensure minutes are professionally written and distributed as directed in a timely manner.

General Administrative Assistant Functions:

Word processing (newsletters, correspondence, reports, minutes); photocopying; faxing; scheduling meetings; distribution of correspondence; answering unit telephones, taking telephone messages; switchboard relief; clerical unit coverage for illness, vacation; issue vouchers as directed; unit supply maintenance; and any other duties as assigned.

APPLICATION PROCESS

Apply on-line with resume and cover letter, by January 30, 2012.