

## Job Posting

Internal

External/Internal

**Job Title:**

# Administrative Assistant

**Posting No:**

## JH 272

**Job Location:** Courtenay

**Note:** This position includes a comprehensive 100% employer-paid benefit package, enrolment in our defined-benefit pension, the Municipal Pension Plan, and three weeks of paid vacation.

**Duties and Qualifications:** See job description at the end of this document.

**Salary Rate:** \$22.68 - \$25.19, plus a temporary wage redress (contact [alisha.mclain@jhsni.bc.ca](mailto:alisha.mclain@jhsni.bc.ca) for more information), Grid 10 JJE

**Schedule:** Monday - Friday

**Hours per week:** 35

**Closing date:** November 30, 2021, at 4:30 pm with a possible extension until a suitable candidate can be found. Applications will not be considered after this date if a suitable candidate has been found.

**Apply to (cover letter, resume, and 3 references):**

Alisha McLain

**Email:**

[alisha.mclain@jhsni.bc.ca](mailto:alisha.mclain@jhsni.bc.ca)

**Fax:**

250-286-3650

**Mail:**

140 10<sup>th</sup> Avenue, Campbell River BC V9W 4E3

This position is open to applicants of all genders.

This position requires proof of COVID-19 vaccination.

This position requires union membership and the completion of two criminal record checks.

The John Howard Society of North Island is an employment equity employer.

\*All JJE/Paraprofessional positions are subject to wage grid levels. Positions begin at Step 1 and are increased to Steps 2 through 4 based on number of hours worked.

# JohnHoward

The John Howard Society of North Island

## *Job Description*

<i>Job Title:</i>	Administrative Assistant
<i>Work Site:</i>	Campbell River, Courtenay
<i>JJEP Benchmark:</i>	Administrative Assistant
<i>Grid Level:</i>	10 JJEP grid
<i>Reports To:</i>	Director of Finance or Worksite Program Manager
<i>Prepared Date:</i>	July 11, 2007
<i>Approved By:</i>	Executive Director
<i>Approved Date:</i>	July 11, 2007
<i>Revised &amp; Approved by Executive Director:</i>	Sept 17, 2019
<i>Reviewed:</i>	August 19, 2021

### Summary

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Provides a warm, welcoming, and empathetic first point of contact for clients who arrive at the site or telephone for assistance. Books appointments, updates records, and manages booking of rooms and resources. Provides a variety of administrative and secretarial assistance. Produces reports from a variety of information sources and databases.

### Key Duties and Responsibilities:

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other related duties may be assigned.

- Welcomes and provides, in office, by telephone, and by email, general and current information to clients, community, and agencies regarding Society programs and community resources. Demonstrates empathy, openness, and sensitivity to all clients to assist them to feel safe and supported within our centre or worksite.
- Provides assistance in booking appointments and manages the booking of rooms and resources by staff and community members.
- Maintains an attractive and welcoming environment in the waiting and reception areas.
- Manages the telephones and answering system, including adding or modifying users and mailboxes.

- Provides word processing and typing support with regard to confidential materials, routine correspondence, meeting minutes, forms, etc. Required to use other related application software, computer and printer equipment, facsimile equipment, etc.
- Maintains and updates confidential files and filing systems.
- Arranges meetings, schedules appointments, and makes travel arrangements; schedules appointments for program staff when required. Schedules and books meeting rooms. Prepares agendas and takes minutes at meetings as required.
- Collects, researches, organizes, and summarizes data from a variety of sources, and produces reports as required.
- Maintains a variety of financial records such as purchase orders and petty cash fund. Ensures that accounting policies are followed and that documents are transferred to the accounting department as required.
- Ensures proper signatures are obtained on outgoing cheques; separates and sorts cheques and payment stubs and routes them either through the mail or records them and retains them for pick-up; ensures accounting procedures are followed.
- Troubleshoots problems with office equipment and computer systems, including hardware and software, e-mail, and network systems.
- Maintains office equipment by ordering supplies such as toner, ink cartridges, paper, etc.

## Qualifications

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The requirements listed below are representative of the knowledge, skills, and/or ability required.

### Education and/or Experience

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- Grade 12 plus post-secondary courses in office administration.
- Two years recent related experience, which should include:
  - Interacting with vulnerable people in a helping role.
  - Ability to communicate effectively in writing; strong language and grammatical skills.
  - Excellent listening, communication, and interpersonal skills.
  - Demonstrated ability to work constructively and co-operatively in an office setting both independently and as a team member.
  - Ability to organize and prioritize work and to independently carry out the duties of the position.
  - Proven skills in managing and maintaining office technology, including complex telephone systems, fax machines, computer networks, email, Internet, and software such as Microsoft Office.
  - Ability to deal effectively, either in person or over the phone, with individuals who are sometimes agitated, angry, and/or threatening.

- Or an equivalent combination of education, training, and experience.

## Other Skills & Abilities

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Administrative Assistant must:

- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Have a positive conviction about the capacity of people to grow and change.
- Have the ability to work respectfully in partnership with other team members.

## Other Job Requirements

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- Two completed, acceptable criminal record checks, one from the Criminal Records Review and one from the RCMP.
- The Administrative Assistant will follow the Code of Ethics and the Mission Statement of The John Howard Society of North Island.
- At times the Administrative Assistant may be required to type confidential, sensitive, graphic information. They may be required to deal with emotionally charged people either in the office space or on the telephone.

## Diversity

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The John Howard Society of North Island welcomes applications from all qualified applicants including but not limited by those of any sex, race, orientation, or disability. Multilingual skills and multicultural competence are assets.