



## **Job Description: Administrative Assistant**

### **Reporting Relationships:**

The Administrative Assistant reports to the Chief Executive Officer.

### **Summary of Role:**

The Administrative Assistant is responsible for the agency's information technology through being the primary contact with technology providers, retrieving required data and providing reports, and ensuring quality control of the client database.

The Administrative Assistant provides administrative support to agency staff and programs to maximize the potential for service delivery and administrative effectiveness; this includes assisting with answering phones as needed.

### **Hours of Work:**

The Administrative Assistant manages a 37.5 hour work week, primarily being available for office hours Monday through Friday, 8:30 a.m. to 4:30 p.m., with flexible scheduling to meet the needs of the organization.

### **Qualifications:**

1. Post-secondary diploma in business/secretarial/administration.
2. A minimum of 2 years related experience, including exceptional data management skills and understanding of IT systems.
3. Proficiency in using a variety of software and data-base applications.

### **Conditions of Employment:**

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted;
3. Proof of full COVID-19 vaccination, or medical exemption with compliance to requirements for regular antigen testing.

### **Competencies:**

1. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; analytical and problem-solver; make sound judgments; ensure follow-up and communication.
2. *Organization and Attention to Detail* – Time management; organize and plan ahead; respond to time-sensitive information; prioritize; multi-task; display efficiency.
3. *Integrity and Transparency* - Accurate, precise, and accountable documentation and record-keeping; honesty.
4. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support teamwork and efficient operations; collaborative.
5. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humor.

6. *Tech-Savviness* – Knowledgeable, up-to-date and able to problem solve using a variety of software, database applications and technologies; Excel expert.
7. *Role Modeling* - Champion principles and practices of inclusion and equity; lead by example.
8. *Continuously Learning* - Is an active learner, identifying professional goals and personal areas for growth; apply newly acquired knowledge in service delivery.

### **Responsibilities:**

#### **1. Data and Information Technology**

- Act as the primary liaison with IT contracted services including the IT support service, database provider, and phone supplier; ensure timely communication of problems and follow-up until the issues are resolved.
- Extract data from the client database and other applicable sources for timely, accurate reports for the CEO, Board of Directors, funders and staff.
- Ensure regular review of data in the client database for the purpose of quality control.
- Provide basic problem solving for technology difficulties.
- Provide quarterly reports of feedback received from clients, including but not limited to the Quality Satisfaction Survey.
- Assist with extracting data and reports from the Community Information dataset, as needed.

#### **2. Administrative Support for the Agency**

- Complete the EMHware referral process, as identified by service staff.
- Provide regular Wait List and In-Service Reports to agencies, as established by the CEO.
- Liaise with the Your Guide service providers; compile and format Your Guide twice annually.
- Provide back-up to answering phones as needed; document all requests for general community information in EMHware.
- Act as an administrative resource for staff including professional presentations and formatting of documents, as needed.
- Support the Administrative Assistant Urgent Response Services in appropriate documentation in EMHware and understanding how to extract data as needed.
- Cover the role of the Executive Assistant in supporting the CEO in minute-taking and creating required reports, as needed.

#### **3. Professional Expectations:**

- Represent Contact Brant at all times by maintaining professional conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Fulfill all requirements of client record keeping in a timely manner and document data required by Ministry and the agency.
- Respect the role as a health information custodian – fully understand privacy legislation; information is only disclosed with consent, and to those for the purposes intended.

- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Develop and foster effective working relationships with service providers and community stakeholders to facilitate effective business and service relationships.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Promote Contact Brant within the community through participation in events and committee membership, as appropriate.
- Maintain up-to-date information and knowledge about services and resources offered by Ministry service providers and the broader community.

The Administrative Assistant is an integral team member with Contact Brant. It is expected that the Administrative Assistant will contribute to problem solving about improving productivity, efficiency and effectiveness of the organization.

The preceding job description will evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.