



Administrative Assistant Job Posting

Full-time (37.5 hours/week)

Job Title: Administrative Assistant

Company Overview

Join our team and make a difference in the lives of children, youth, and families!

Contact Brant makes it simple: (i) to find community information and resources, (ii) for children, youth, and families to get connected to community services. We support families by bringing services together for a coordinated plan of care. We are proud of our workplace culture that is committed to diversity, equity, and inclusion, as well as having a positive and supportive work environment.

The Administrative Assistant provides administrative support to agency staff and programs, maximizing the potential for service delivery and administrative effectiveness. This includes assisting with answering phones, working within the client database to support referral processes, and supporting and ensuring accurate qualitative and quantitative data reporting to key stakeholders.

Qualifications and Skills

Qualifications:

1. Post-secondary diploma in business/secretarial/administration.
2. A minimum of 2 years related experience, including exceptional client service and communication skills, data management skills, and understanding of related IT systems.
3. Proficiency in using a variety of software and database applications, having strong skills in Microsoft Office, with a high degree of proficiency in Excel; experience in EMHWare or similar client database is an asset; experience in QuickBooks and ApprovalMax is also an asset.

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 accomplish tasks with sufficient attention to detail to ensure a high level of accuracy and timeliness, while upholding the highest professional and confidentiality standards. The ability to work independently and participate as a team member is essential, along with flexibility and a sense of humour.

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

Conditions of Employment:

1. Acceptable police Criminal Record and Judicial Matters Check; maintaining no criminal convictions for which a pardon has not been granted.

Key Responsibilities

1. *Administrative Support*:
Process incoming and outgoing referrals as identified by service staff. Answering phone calls and documenting as required.
2. *Data and Information Technology Assistance*:
Support set-up for new staff; support basic IT problem-solving; extract data from client database and other applications for timely, accurate reporting for the CEO, Board of Directors, funders and staff.
3. *Professionalism and Confidentiality*:
Represent Contact Brant at all times by maintaining professional conduct and behaviour, and upholding agency values; adherence to all agency policies and procedures; strong communication skills with attention to detail; develop and foster effective working relationships with service providers, clients, colleagues, and community stakeholders; promote Contact Brant within the community through participation in events and committees as appropriate.

Perks and Opportunities

Salaried 37.5-hour work week with flexible scheduling that meets the needs of clients and the organization.

Once the probationary period is successfully completed, options for working part-time from a home office.

Other information that candidates applying for this job should know:

We highly value qualified applicants who have lived experience, or are Indigenous, 2SLGBTQ+, Black or People of Colour.

Being bilingual or multilingual is an asset.

Salary: \$49,216 to \$52,475 annually

Start Date: October 2025

Please submit a resume as well as a cover letter by email to: careers@contactbrant.net with the subject line: Administrative Assistant.

Application Deadline: Friday, October 17th, 2025, at 2:00 p.m.

Only those selected for an interview will be contacted.
Contact Brant for Children's and Developmental Services
255 Colborne Street, Brantford, ON, N3T 2H3