



**POSITION TITLE: Administrative Assistant - Reception**

**LOCATION: 40 Orchard View Blvd.**

**POSITION TYPE: Full-time regular (37.5 hours/week)**

**POSTING CLOSING DATE: January 11, 2019**

This role is responsible for effectively managing the reception area and providing a broad range of administrative support to Skylark Children, Youth & Families.

**KEY RESPONSIBILITIES:**

The duties and responsibilities of this position include, but are not necessarily limited to, the following:

- Provide a welcoming environment for Skylark employees, people supported by Skylark and their families, and members of the public;
- Receive incoming telephone calls and/or visitors; providing relevant information and/or directing them to the appropriate parties/resources;
- Manage and process all daily incoming and outgoing emails, mail and couriers, including opening, sorting, stamping and distribution; preparation of outgoing courier items and arranging courier pick-up;
- Perform administrative duties including: word processing, photocopying, scanning, faxing, mailing, filing and as required on a back-up basis;
- Maintain current and accurate agency telephone directory. Setup and coordinate teleconference meeting;
- Arrange/coordinate meeting requests in a timely manner and make necessary room set-up arrangements, as required. Ensure meeting rooms have been organized, cleaned, prepared and ready for daily meetings; order and/or prepare meeting refreshments and lunches as required, post daily meeting room schedules;
- Ensure that office space including kitchen area are kept clean and hazard free;
- Act as a liaison with building maintenance for related matters and follow up on maintenance requests;
- Ensure ongoing general equipment maintenance i.e. ensuring copier supplies are available;
- Update and maintain office furniture inventory and key records;
- Monitor and maintain the appropriate inventory levels of office supplies, order and organize supplies for the office and maintain the supply room and kitchen areas;
- Manage, monitor and update closed client files list, coordinate the secure and confidential storage of files at either head office or program location;
- Maintain a small amount of petty cash at reception for emergency purchases of supplies;
- Monitor the security alarm systems of the Studio and the Burrow offices;
- Adheres to the organizational health and safety policies and practices long with the Ontario Occupational Health and Safety Act. This includes but is not limited to ensuring safe workplace practices, protecting the health and safety of themselves and others and maintaining cleanliness in the workplace.

## **QUALIFICATIONS:**

- At least 2 years of Administrative Assistant/Receptionist role experience;
- Diploma or Degree in Business Administration or equivalent;
- Broad knowledge of the not-for-profit organization;
- Strong organizational and administrative skills;
- Exceptional interpersonal and customer services;
- Strong business acumen and the ability to interact with wide range of individuals in the organization including Board Members, Agency staff, external professionals and Skylark clients.

## **CRITICAL SKILLS AND KNOWLEDGE:**

- Good interactive/communication (verbal and written), and Interpersonal skills;
- Strong computer skills including use of MS Office (Word, Excel, PowerPoint, Outlook);
- Excellent communication (written and verbal) skills along with effective problem solving and decision-making skills;
- Fully bilingual French/English both spoken and written;
- Ability to maintain high level of accuracy and confidentiality;
- Excellent team building, organizational and management skills in order to effectively liaise with a variety of Agency staff, external professionals and individuals;
- Sound Judgment, Problem Solving and Decision Making skills;
- Ability to work in a team environment;
- Time Management and Strong Work Ethic.

## **ADDITIONAL REQUIREMENTS:**

- Satisfactory clearance under the Police Reference Check program.

### **TO APPLY:**

**Interested applicants are invited to submit both their cover letter and resume in only PDF or Microsoft word format to May Chiu, at [hiring@skylarkyouth.org](mailto: hiring@skylarkyouth.org) on or before January 11, 2019.**

Please refrain from pasting the cover letter to the body of the email.

**Please quote: Administrative Assistant – Reception – December 2018** in the subject line.

Skylark is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

We ask applicants to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at (416) 482-0081 ext.278.

Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.