



Job description

Title: Administrative Assistant

Working Relationships

Reports To: Chief Executive Officer (CEO)

Collaborates with: All Team Members at the Foundation

Position Summary

The Administrative Assistant is the office go-to person for the Foundation's staff with regards to office administration duties and functions. They will act as the key administrative support person for the Foundation, provide administrative support to the Foundation's donor processing system, and provide support to the Foundation's EA when needed.

Responsibilities

Office and team support

- Manage office correspondence
- Maintain and update various reference documents for the team
- Manage the phone system (Telus Business connect)
- Undertake the booking and planning of hotel rooms for staff travel and Board retreats
- Assist with hiring of new staff by posting positions and organizing applicants for the hiring manager
- Assist with the onboarding of new staff
- Work collaboratively with all members of the Foundation team to ensure adequate coverage for administrative tasks

Raiser's Edge and fundraising team support

- Support fundraising efforts coordinated by CHF Fund Development team
- Provide business continuity for our donor database by providing support and back up to our data entry staff function
- Ensure that all donor correspondence is accurately coded and input into the RE system
- Coordinate with the team on donations received, donor inquiries, and donor visits scheduled
- Work with the fundraising and finance staff to ensure that donations are accurately processed and that receipts are issued in a timely manner

Other duties

- Direct all first point of contact inquiries in a personable, approachable, and responsive manner

- Undertake general administrative duties booking meetings, creating agendas for meetings preparing formal documents, printing documents, ordering office and printer supplies, and coordinating meetings with external companies
- Other special projects that may arise as assigned

Core Competencies

- Communication (*Clear verbal & written communication/Effective listening*)
- Interpersonal skills (*Social sensitivity/Approachability/Building and maintaining relationships*)
- Teamwork (*Sharing information freely/Asking for help/Flexibility to pitch in*)
- Open-mindedness (*Open to others' ways of approaching situations/Works with shared agendas*)
- Accountability (*Follows through on responsibilities and commitments/Reliable and dependent*)
- Confidentiality (*Maintains details appropriately/Shares sensitive information with appropriate parties*)
- Creative Thinking (*Sees opportunities for new ways of working/Brings a fresh perspective and identifies unorthodox approaches to situations*)
- Daring (*Comfortable taking risks and trying new things/Being a self-starter and initiating activities/Challenges the status quo*)

Required Skills & Experience

- Strong interpersonal skills
- Detail-oriented with a high degree of accuracy
- Critical eye and strong analytical and problem-solving skills
- A high level of organizational ability and ability to prioritize tasks and manage tight timelines independently
- Ability to work with and process confidential information with discretion and sensitivity
- Excellent knowledge of Microsoft Office Suite (Word, Excel, PowerPoint) and web-based platforms including Survey Monkey, Eventbrite, and Doodle Poll
- Previous experience in administration activities, ideally including working with a Board of Directors and/or for a not-for-profit organization is an asset

Qualifications & Education

- Post-secondary diploma or college courses in Business Administration or equivalent experience
- At least 3-5 years of relevant work experience

Working Conditions

- 7.5 hr workday / 37.5 hr work week
- Evening and weekend work required at times for special events and presentations
- Valid Class 5 Driver's licence and access to a vehicle required to travel to occasional meetings, events and presentations

Revised: March 2022