



## FamilySmart

### Administrative Assistant

Full-time Position – 35 hrs per week at \$23 per hour

#### Purpose of the position

The Administrative Assistant will work to provide support to our growing organization and the work that we do both provincially and nationally. For over 20 years, FamilySmart has been working to enhance the quality and experiences of services, support and information families receive when seeking help for their child, youth or young adult with mental health challenges. This role is part of the Operations Team of FamilySmart and helps make the work of the organization possible.

#### Working at FamilySmart Includes:

- A meaningful role that supports the organization achieve its mission
- Supportive work culture
- Work from home and flexible work hours when required
- Benefits program that includes: Health, Dental, Life Insurance, LTD and Health Spending Account
- Learning and development opportunities, including annual staff retreat
- Additional paid days off each year

#### Duties and tasks of the job function

##### General Administrative Duties (Critical Function):

- Monitor phone calls, emails and mail and direct to appropriate staff members.
- Maintain polite and professional communication via phone, e-mail, and mail, when responding to inquiries that are in keeping with FamilySmart's brand.
- Anticipate the needs of others in order to ensure a seamless and positive experience for staff and those who reach out to FamilySmart.
- Commit to handling sensitive information in a professional, confidential manner.
- Maintain data and file management systems of both electronic and physical files of current and historical records.
- Data entry and reconciliation of data for reporting purposes, as required.
- Assist FamilySmart by ensuring the efficient operation of a virtual and in person workplace.
- Manage and maintain inventory of office equipment, print materials, and marketing materials.
- Ordering, maintaining and distribution of our inventory of all FamilySmart promotional materials.
- Assist with recognition of staff special events, i.e. birthdays, milestones, etc.
- Provides assistance with HR related administrative tasks, i.e. recruitment activities, maintaining data for HR systems, and staff files, etc.
- Create templates, schedules, forms or other efficiency tools, as needed to support the overall operations and programs at FamilySmart.

### Meeting & Event Support (Critical Function):

- Assist with organization and logistics of staff and board meetings, staff retreats and other annual events, including:
  - Maintain or establish calendared events and conference call details for successful administration of meetings. Upload recordings and/or minutes of meetings to appropriate secure network drives.
  - Liaising with hotels/vendors/caterers to assure staff and guests physical and dietary needs are met.
  - Assist with booking travel arrangements and accommodation for staff, board members, youth and family volunteers, as needed
  - Assist in preparing agendas, processing registrations and/or capturing content (i.e. minutes, photos) of meetings, events, or discussions.
  - As required, help reconcile data and prepare summary reports using data collected for internal and external stakeholders

### General Duties

- Other Administrative duties, as required

### What we will love about you

#### Knowledge and Skills

- You love learning new things and taking on new challenges and “getting things done”.
- You are super organized and have a strong work ethic.
- You have the ability to work independently, to manage your own work schedule, check-in to ask questions and report progress and can meet deadlines.
- Your communication skills and your written and spoken English skills are above average.
- Excellent interpersonal relations.
- You have demonstrated a high degree of initiative, sound judgment, excellent decision making and problem-solving abilities.
- You are detail oriented and have the ability to gather and process information to support the organization and its team members in meeting the needs of youth and families connecting with us for support and learning.
- You have the ability and skills to handle multiple projects simultaneously
- You have the ability to work as a team and be flexible with changing priorities and needs of the organization and its staff and funders.
- You are adept at arranging travel schedules and reservations.
- You are extremely proficient in Google workspace, Excel, and other Microsoft office applications; and are capable of assessing and learning new systems quickly and efficiently when needed to better support the team.

### Workplace

- This job is primarily performed from a home office but there will be meetings held in our head office and other off-site visits to connect with team members as required.
- Access to a personal vehicle, as some occasional travel may be required.
- Weekend & evening work may occasionally be required.
- Successful candidates must pass a Criminal Record Check.

## Compensation

Full time salaried position with annual salary and benefits.

## How to Apply

Please send resume and cover letter to Robin Brown at [careers@FamilySmart.ca](mailto:careers@FamilySmart.ca),  
Subject line: Administrative Assistant

\*Please note that the assessment of applicants will be made on an ongoing basis and continue until a hire is made. We thank all applicants, however, only those selected for an interview will be contacted.

*The Institute of Families is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to age, ancestry, colour, family status, marital status, physical or mental disability, place of origin, political belief, race, religion, sex, sexual orientation and criminal conviction unrelated to employment.*