



Kermode Friendship Society

Registered with Revenue Canada as a "charitable organization"

4714 Park Ave , Terrace, B.C. V8G 1W1

Phone 250 635- 4906

Website www.kermodefriendship.ca

Program Assistant

Reports To

Executive Assistant

Wage - \$21/hr – 35 hours per week

Job Summary

The Programs Assistant, under the direction of the Executive Assistant, will primarily be responsible to prepare, review, and/or edit various forms of correspondence. This position will manage and administer inbound and outbound mail. This role will also act as a first point of contact and provide general information to staff, clients, and the public. The Programs Assistant must possess ability to adapt to new technology and ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times.

Competencies

- Strategic Thinking - Analyzes and interprets the strategic direction of the organization. Has a clear and firm understanding of the vision, mission, values, and objectives of the workplace and uses that information to develop responsibilities, tasks, goals, and initiatives that align with long-term plans and growth.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- Problem Solving - Able to break down a situation into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solution.
- Leadership - Works well with a wide range of individuals to provide support, coaching, encouragement, and direction.
- Judgement - Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions.
- Innovative - Able to think outside of the box in order to develop creative and new solutions or products that meet current and future needs.
- Cultural Sensitivity - Promotes an inclusive environment exemplified by understanding all cultural groups.
- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflict when it arises; assisting with resolution or determining solutions.
- Adaptability - Adapts and responds to changing conditions, priorities, technologies, and requirements.
- Attention to Detail - Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Organization - Able to create or maintain processes to ensure all relevant information or tools are easily accessible.
- Professionalism - Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- Resourceful - Responds to difficult situations or workplace requirements by using the available tools and information to support decisions and solutions.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.

Job Duties

- Prepare, review, and/or edit various forms of correspondence such as letters, invoices, presentations, publications, and reports
- Administer and manage inbound and outbound mail, including priority post, packages, courier services, and other correspondence
- Act as a first point of contact and provide general information to staff, clients, and the public relating to their questions, concerns, or suggestions
- Answer telephone and electronic inquiries and relay telephone calls and messages
- Refer and/or redirect calls, emails, or visitors as required
- Assist in the compilation of data for various reports
- Coordinate the logistical aspects of departmental programs such as meetings, seminars, workshops, special projects, and events
- Maintain a high level of confidentiality in all interactions
- Coordinate and maintain vehicle mileage logs, booking vehicle maintenance as required.
- Maintain office supplies, business cards supplies, order as needed.
- Maintain visa, cheque, employee, vehicle keys, and fuel card sign out process.
- Present a positive and professional image of the organization when interacting with employees, clients/customers, visitors, and other external stakeholders

- Schedule and maintain vehicle and room bookings using E-calendar.
- Assist Finance department with processing of reimbursements, Cheque requisitions into the Xero system.
- Distribute snack bags to clients as needed
- Assist in planning, and participate in annual Kermode Friendship Society activities such as International FASD day, Aboriginal Day, National Addictions Awareness Week, and the Kermode Friendship Society Community Christmas Dinner
- Assist with food share and pantry

Job Requirements

- Ability to adapt to new technology
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to respond quickly in a dynamic and changing environment
- Ability to work individually as well as part of a team
- Proficient in Microsoft Office programs (including Word, Excel, and PowerPoint)
- Strong writing, editing, and proofreading skills
- Superior telephone manners and strong interpersonal skills
- Two years of experience in an administrative role
- Certifications or licenses appropriate to industry
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Provide clear Criminal Records Check
- Sign code of confidentiality agreement
- Sign an Employees oath for Professional Conduct
- Valid Class 5 Driver's license along with clear drivers abstract
- Hours of work may vary which could include evenings and weekends

Work Conditions

- Working in a busy office environment with frequent interruptions
- Extended periods of standing, and other physically demanding conditions
- Interaction with employees, management, and the public at large
- Occasional overtime
- Interaction with customers/clients, and the public at large
- Attendance and participation in training
- Operation of desktop computer and peripherals
- Extended periods of sitting

Acknowledgement And Agreement

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and will not be construed as a detailed description of all the work requirements that may be inherent in the job. Employees may perform other related duties and tasks as required to meet the needs of the operation.

I acknowledge that I have received and reviewed this job description.

Name: _____

Signature: _____

Date: _____

Witness: _____