

## **Reception-Administrative Assistant**

Charleswood Active Living Centre  
Winnipeg, MB

The Administrative Assistant is responsible for providing excellent customer service, maintaining a high degree of proficiency in data collection and retention in all management information systems, and ensuring problems are resolved and effective communication occurs. This individual is a welcoming face to the Active Living Centre and the front line of service for Members, providing supportive functions to ensure a smooth operation. They meet Members' needs in a helpful, friendly and supportive manner. You are responsible for ensuring accurate data in back-end systems including RecDesk, integrating information into Excel and Word documents and maintaining a social media presence. This position is responsible for supportive functions such as supporting the Board and various committees including preparing agendas, minutes, distributing information, purchasing office supplies, maintaining petty cash, maintaining the photocopier, etc... Position reports to the Centre Manager and in that individual's absence, reports to the Program Manager.

### **Primary Duties and Responsibilities:**

#### **Customer Service**

- Greets and addresses inquiries of Centre Members, the public and other organizations via telephone, email, social media and/or in person.
- Provides information and referral as required to members.
- Identifies, assesses, and informs the Centre Manager and Program Manager of internal and external issues that may or will affect the organization.
- Participates as a team member and fosters effective teamwork by helping to create a positive work environment for all staff, members, volunteers and Board members.
- Works collaboratively with others to find solutions.

#### **Support Services**

- Inputs registrations and memberships and generates reports in RecDesk as required.
- Creates and inputs data into Excel spreadsheets and other software programs.
- Monitors and manages social media accounts such as Facebook and Instagram.
- Manages website.
- Develops and disseminates marketing materials as required.
- Orders supplies and ensure approval on all purchases and payments.
- Codes items based on the Centre's established Chart of Accounts.
- Provides recommendations to Centre Manager and Program Manager on these processes and any issues.
- Prepares deposits for the bank according to Centre guidelines.
- Safeguards all money, cheques and private and confidential information.
- Ensures all aspects of photocopier are maintained including warranty readings, payments and replenishment of toner and paper supplies.
- Ensures office supplies are maintained including but not limited to paper, pens, pencils, coffee, cream, sugar, water etc. for day-to-day business as well as special events.

- Reports to the Centre Manager any issues with regard to office cleaning, heating, security, snow-clearing, phones, internet and any other Centre related functions
- Ensures the physical environment is ready for member activities including assisting with rearranging rooms and spaces in the Centre, setting up chairs and tables for programs.
- Provides oversight, direction, and training for volunteers at the front desk.
- Copies/types minutes and disseminates information.
- Supports Board members and committees as needed.

## **Qualifications**

### *Education*

- Post-secondary in a related field or some combination of education and experience related to the position (e.g. Business administration, accounting, Administrative Assistant program, etc.).

### *Experience and Abilities*

- Strong English communication skills required- written and spoken.
- Experience providing exceptional customer service.
- Proficiency in Microsoft Office software including Word, Outlook, Excel, PowerPoint and Publisher (or comparable publishing application).
- Proficiency in social media platforms and email.
- Experience with website updating or ability to learn is essential.
- Ability to learn various software programs is essential.
- Experience in a management information system such as RecDesk would be considered an asset. Ability to learn this software is essential.
- Experience in a member-based organization would be considered an asset.
- Writing minutes, letters, emails, etc. as required.

**Position Hours:** Mon to Thurs 8:30am-4:00pm. (Occasional flexibility may be required)  
Fri 8:30am-3:00pm

**Start Date:** December 4, 2023

**Salary:** \$15.50/hour

**Job Type:** Full time-term, until June 28, 2024 with possibility for renewal

Submit Resume to: [kristal@charleswoodsseiorcentre.org](mailto:kristal@charleswoodsseiorcentre.org).