



# Ontario Federation of Indigenous Friendship Centres

## Job Description

Position Title:	<b>ADMINISTRATIVE ASSISTANT</b>		
Grade:	3	Created:	February 2015
Workgroup:	Administration	Approved:	June 25, 2015
Supervision:	Employed by the OFIFC, responsible to the policies and directions as determined by the Board of Directors and under the direct supervision of the Executive Director, or designate. Daily supervision is designated to the Office Coordinator.		

### **VISION**

#### **Primary Objective:**

To provide administrative, clerical and reception support, as well as fulfill a wide range of office administration duties to ensure efficient day-to-day office operations.

### **KNOWLEDGE**

#### **Core Competencies:**

- **Culture** - Takes personal responsibility to increase sensitivity, awareness and implementation of OFIFC's Neha (bundle) including foundational teachings and organisational practices in both professional conduct and work-related deliverables.
- **Accountability** - Takes personal ownership and responsibility for the quality and timeliness of work commitments.
- **Critical Thinking** - Applies systematic, logical reasoning when addressing problems or situations in order to arrive at an appropriate solution or outcome.
- **Building Relationships and Strategic Partnerships** - Builds, develops and sustains business relationships / strategic partnerships that are mutually beneficial, reciprocal and grounded in trust and respect. It is recognising we are all interdependent and working towards the common good of the organisation.
- **Results Orientation** - Accomplishes established goals, delivers the outcomes required and achieves the results. It includes the efficient and effective use of all resources (time, financial, people and technology).
- **Teamwork and Collaboration** - Works collaboratively with others and addresses conflict in a win-win productive manner. This includes a mindset of sharing with others whether it is knowledge, recognition, information and skills. Working towards a common purpose for the good of OFIFC and the communities of people it serves.
- **Communication** - Effectively delivers information in a transparent, honest and clear manner. It includes actively listening, comprehending and responding appropriately when interacting with people. It is about being respectful when expressing opinions and points of view.

**Technical Competencies:**

- Outstanding organisational skills (includes time, space and task management)
- Excellent communication skills (including listening, oral, written and telephone/email)
- High proficiency in Microsoft Office Suite (Word, Excel, Access, Outlook, etc.)
- Proficiency with office equipment (computer, fax, photocopier, scanner, etc.)

**Behavioural Competencies:**

- Adaptability
- Interpersonal Skills
- Service Delivery
- Proactive / Takes Initiative
- Judgement
- Team Player

**Education/Work Experience:**

- High school diploma/GED
- 3 – 5 years' of administrative experience
- Post-secondary education in office administration or a related discipline desirable

**REASON****Work Environment:**

Works in a safe and suitable office environment faced with constant interruptions and performs multiple tasks with simultaneous and tight deadlines. Exposed to mid to high level computer use requiring high levels of accuracy and attention to detail. From time to time is responsible for lifting supplies and materials up to 20 pounds.

**Working Hours:**

Flexible 40 hour work week that may include evenings and weekends as requested for administrative support needs. Evening hours may be necessary to meet work deadlines.

**ACTION****Scope:**

To provide effective and efficient administrative functions that support day-to-day operational activities and ensures administrative processes are aligned with OFIFC's long-range strategic plan.

**Key Contacts/Relationships:****Internal**

Communicates with all staff in a customer service/support capacity.

**External**

Communicates and coordinates with Suppliers/Vendors (including hotels, caterers, flight centres, etc.) for the purposes of securing services and providing research on quotes for office requirements. Communicates with workshop participants to ensure administrative deliverables are met.

**Key Responsibilities:**

Administrative and Clerical Support (75%):

- Prepares and formats a variety of word documents, spreadsheets and presentations as required;
- Drafts correspondence as required, including processes for Administration manual
- Files incoming mail and distributes deliveries;
- Prepares, logs and sends out outgoing mail, mass mailings and deliveries;
- Prints, photocopies, faxes and scans documents;
- Maintains and files all OFIFC's official records (hard copy and electronic-copy, such as central files, reports, correspondence, emails, etc.) in accordance with OFIFC's Records Management system;
- Assists staff with ensuring electronic filing is complete including but not limited to reports, correspondence, emails, and other such documents;
- Retrieves filed documents, when requested;
- Updates and maintains electronic databases and Outlook calendars;
- Prepares and distributes meeting minutes;
- Schedules, coordinates and sets up internal/external meeting room logistics (includes inventory, reconciliations and maintenance of meeting room supplies);
- Coordinates workshop and travel arrangements through preferred travel agency (includes registrations, reconciliations, materials, hotels, caterers, flights, transfers, etc.);

Office Administration (20%):

- Coordinates office supply requests;
- Researches, obtains quotes, purchases and maintains workgroup promotional materials;
- Maintains inventory of OFIFC's Resource Library and Long Term Storage area;
- Performs reception relief duties;
- Participates in new hire orientation and workstation set up;
- Assists with maintenance of clean and professional work areas;

Other (5%):

- Maintains and upgrades professional skills;
- Promotes a healthy, safe work environment; and
- Performs other duties, related to the position, as assigned by the Executive Director or designate.

By signing this document, I acknowledge that I have read, understand and agree to the above description related to my position at the Ontario Federation of Indigenous Friendship Centres (OFIFC).		
Employee's Name:		
Employee's Signature:	Date:	