

Position Title

Administrative Support
0.8FTE (30 hours per week)

Position Summary

The Administrative Support team member is critical to the effective functioning of the Families First team. They are the first person to warmly greet anyone who enters the Families First space and set the tone for the ongoing support and services that Families First will provide. They will go above and beyond to ensure a welcoming environment and support the smooth running of Families First services.

Families First is looking for someone who loves being with people, is highly organized, flexible, eager to learn, and excited to be part of a team committed to community wellbeing. We are willing to support the right person with additional training.

Duties and Responsibilities***Front Desk***

- Create an inviting and inclusive environment for anyone entering the Families First space
- Provide trauma informed, unconditional positive regard for Families First participants and partners
- Open the office to the public in the morning and lock up at end of day
- Answer, screen, and forward incoming phone calls as needed
- Greet visitors and direct them appropriately
- Respond to and direct community members reaching out via social media and the Families First info email
- Maintain an accurate phone and visitor log utilizing Microsoft Excel
- Register community members for programs
- Make referrals to appropriate team members
- Maintain a clean reception area
- Accept donations from visitors and collect information necessary for tax receipts

Coordinate

- Monitor and order office supplies
- Coordinate weekly grocery purchase for programs
- Manage the toy lending and resource lending library
- Organize outgoing and incoming post
- Organize Wecan food basket once a month including record keeping and depositing payments
- Organize and coordinate Families First attendance at various community events
- Complete weekly bread pick up from The Food Bank
- Coordinate with team and ensure weekly toy and daily kitchen cleanings are complete
- Maintain and ensure supplies for the coffee nook and kitchen

Team Support

- Take minutes for meetings as requested
- Attend professional development as required
- Participate in regular supervision meetings with supervisor
- Flexibility to work evenings and weekend shifts if required
- Perform general office duties such as photocopying, collating, faxing, etc
- Support Office Administrator with volunteer coordination
- Key contributor to regular social media posts using Instagram, Facebook, and Twitter

Qualifications

- Significant work experience in the area of administrative support or social media or a diploma/certificate related to business administration, communications, or similar education
- Willingness to embrace the culture and values of Families First Society
- Commitment to Truth and Reconciliation
- Ability to work independently and within a team
- Strong interpersonal and written/oral communication skills
- Strong computer proficiency
- Exceptionally strong organizational skills
- Strong interest and/or knowledge in social media content creation
- Valid driver's license and reliable vehicle required
- Current clear criminal record check and intervention records check

Please submit **cover letter and resume** to: jdagneau@familiesfirstsociety.ca

Posting close date: March 15, 2023