

<b>Job title</b>	<i>Administrative Coordinator</i>
<b>Reports to</b>	<i>Senior Manager of Corporate Services</i>

### **Job purpose**

Reporting to the Senior Manager of Corporate Services and working closely with the Women's Rural Resource Centre's Leadership team, the Administrative Coordinator will often be the first point of contact for anyone entering WRRC. Therefore, the ideal individual must have an informed presence, be willing to attend to others and be a vibrant addition to our agency.

The Administrative Coordinator will interact with staff, clients, donors, and visitors in a fast-paced environment, with a high level of professionalism. Confidentiality is crucial to this role.

The ideal individual has the capacity to work well under tight timelines while remaining flexible, proactive, resourceful, and efficient. Expert level written, verbal communication and interpersonal skills are required as well as strong decision-making ability and attention to detail.

This person must be exceptionally well organized, flexible and enjoy the challenges of supporting a wide range of tasks.

### **Duties and responsibilities**

In a manner consistent with the agency's values and aligned with the agency's vision and purposes, the Administrative Coordinator performs a wide range of duties including the following:

#### **Reception:**

1. Greet and assist clients, families, visitors, donors, and staff to WRRC in a kind manner maintaining a professional, caring, and confidential atmosphere.
2. Maintain a safe environment by monitoring security cameras and answering doors; monitor visitor access; maintain a keen awareness of the location of staff and visitors who are on-site.
3. Maintain the physical environment of the reception area and other agency common areas by ensuring the facilities are clean and well-maintained.
4. Operate multi-line telephone system to answer all incoming calls; direct the caller to the appropriate staff person, resource, or program area.
5. Perform clerical duties such as filing, word processing, photocopying, and collating.
6. Receive, open, and distribute mail. Return mail that agency received in error.
7. Monitor info email and general phone messages.
8. Compile and organize information as directed.
9. Book and organize meetings, attend, and record minutes as requested.
10. Participate in staff training and events when requested.
11. Assist in creating and managing documents, files, and folders.

**Fund Development Support:**

1. Welcome donors.
2. Receives, records, coordinates, and tracks 'in-kind' donations, ensuring items are appropriately recorded including collecting donor information. This may include but not limited to donor checks, cash or gift cards.
3. Donation item thank you cards completed.
4. Support with annual appeals and newsletter mailouts.

**Finance Support:**

1. Complete bank deposits and drop off at the bank night deposit box.
2. Provide copies of checks and summary sheet given to Finance.
3. Complete monthly donation reconciliation.
4. Assist with monthly visa reconciliation.
5. Assist with mailing of checks, documents, etc.

**Agency Support:**

1. Provide administrative support to the leadership team.
2. Order, receive, and maintain office supplies.
3. Set up and cleanup of the WRRC Board room for meetings ensuring ongoing availability of refreshments (coffee/tea/water) as needed.
4. Schedule and prepare meeting agendas, attend, and record meeting minutes as requested.
5. Acts as a representative on the Health & Safety Committee. Maintains WRRC's health & safety information boards and ensures Health & Safety information is updated and communicated throughout the organization. Records and distributes meeting minutes.
6. Receive, log, monitor and organize all food and hygiene product donations to the WRRC Food Cupboard program.
7. Use the WebWISH database for the WRRC Food Cupboard program.
8. Provide quarterly WebWISH database reports of WRRC programs to manager.
9. As required, researches the requirements and availability of equipment, appliances, and resources, considering the most economical options, moving forward with purchases upon approval from leadership.
10. Ensures WRRC vehicles are maintained appropriately, and documentation is up to date.
11. Coordinate delivery to Iron Mountain storage as requested.
12. Track and celebrate agency and staff milestones alongside the team connection committee.
13. Support designated administrative weeks – book training and facilitators as requested. Ensure the necessary facilities are booked for training and supplies are purchased when necessary.
14. Other administrative duties as assigned.

**Required Skills and Qualifications**

- Possess advanced listening, written, verbal and non-verbal communication skills with a strict attention to detail.

- Possess strong interpersonal skills to maintain customer relationships with visitors.
- Sound knowledge of client confidentiality.
- A demonstrated ability to perform complete work with a high degree of accuracy while performing multiple tasks.
- Possess strong computer skills, specifically in MS Word, Excel, Power Point and aptitude for database software.
- Possess exceptional organizational skills, work independently, take initiative, and have a strong work ethic.
- Ability to organize work and time effectively.
- Ability to support a kind workplace environment and a place of healing for clients/visitors.
- Valid driver's license and clean driver's abstract
- Clear current Police Vulnerable Sector Check (PVSC)

### **Preferred Qualifications**

- Office Administration Diploma or related education
- Employment experience in an administrative or reception position an asset.
- Experience in a GBV environment is an asset.

### **Working conditions**

This position will require regular day hours Monday to Friday and may require occasional evening and weekend working hours.

### **Physical requirements**

This position will require routine reception duties including desk computer work, filing, and answering telephones. This position may require you to lift heavy boxes of up to 25 pounds. This position will require you to climb stairs daily.

### **Direct reports**

None