



Regina Work Preparation Centre

Job Title: Administrative Assistant

The Administrative Assistant provides general clerical, and reception support for programs and services. This role is also responsible to provide customer service triage to gather information, identify priorities, make informed referrals and negotiate next steps. Typical responsibilities may include routine word processing, data entry, and computer report generation; general telephone and reception duties, including client triage; scheduling of appointments, receiving and directing mail; arranging for couriers; and maintaining inventory of office supplies and equipment.

Primary Duties and Responsibilities

Organizational:

- Commitment to work in a culture of change with a willingness to improve.
- Work with all team members to achieve organizational mission, vision, mandate and strategic priorities.
- Actively participate in organizational strategic visioning and planning.
- Actively participate in organizational activities including community involvement, volunteering and/or resource development.
- Represent and promote the organization in the community through community and employer partnerships, and participation in stakeholder meetings and working groups.
- Utilizing program experience, knowledge and evaluation, identify gaps in service and present ideas for organizational growth to Program Manager.

Financial:

Work with the Team lead and Director of Programs to:

- Understand monthly and yearly office and group supply budgets and ensure that supply ordering and purchasing is completed within the financial resources available.
 - Review and reconcile monthly supply budgets with supplies purchased.
- Work with Group Facilitators to:
 - Order supplies needed for group programming within available financial resources.
- Understand and manage supply inventories and oversee the ordering and purchasing of office supplies, group supplies, janitorial and client nutritional items within available financial resources.
- Manage City of Regina bus ticket inventories and oversee distribution and reconciliation
- Manage Food Bank Supply inventories and oversee distribution.

Professional Development:

- Work with the Team Lead to identify, understand and monitor expectations, and strategies for successful outcomes.
- Actively participate in organizational professional development opportunities and evaluations.
- Stay current in organizational core modalities, practicing and integrating them into service delivery and team communication and support.

General Reception and Client Services:

- Ensures a welcoming environment which reflects the RWPC mission, and champions processes and activities which enhance the client experience
- Provides customer service triage to gather information, identify priorities, make informed referrals and negotiate next steps.
- Understands all RWPC services to ensure seamless transfer of clients

Customer Service

- **Speaking Skills:** Steer conversations toward a positive outcome with the use of positive language. Stays positive and turns problems into solutions to build quality service experiences.
- **Empathy:** Approaches each person with the goal of understanding their emotions and point of view.
- **Adaptability:** Works directly in the public and requires the mental flexibility to respond to a variety of situations in a way that fits for each individual.
- **Communication:** Is approachable, professional and upbeat. Is clear, confident and practices active listening using reflections and reframing to gain understanding and demonstrate empathy.
- **Attentiveness:** Is fully present and respectful. Maintains eye contact, speaks clearly, greets every individual and does a post check-in at the end of each interaction. Offers compelling information that leads to conversations and additional services.
- **Self-Control:** Remains calm, patient, positive and professional.
- **Takes Responsibility:** Strives to resolve the issue in a single interaction by taking responsibility for how the solution occurs.
- **Time Management:** Is attentive to the ebbs and flows of working in the public. Is organized and prepared to manage the priorities, regular requests and the unexpected.

Administrative Services:

- Understands and implements intake, registration and information best practices required by the RWPC.
- Provides overall oversight of front office processes and procedures
- Develops forms and systems for office efficiency
- Provides administrative support to the Executive Director
- Maintains relevant forms, databases and information systems
- Supervise ancillary staff (janitor) as delegated by the Executive Director

Computer Resource Centre:

- Provide coverage for the computer resource centre in a client-directed and priority brief assist format, which support client acquisition of self-marketing tools, understanding of job search navigation, and an understanding of labour market information.
- Work collaboratively with fellow team members to coordinate access to, and deliver interventions identified in participant action plan.

Knowledge, skills and abilities

- Knowledge of customer service principles and practices.
- Ability to positively interact with clients from various cultural, economic and social backgrounds.
- Knowledge of other resources in the community.
- Able to work effectively within a team environment.
- Knowledge of confidential administrative and clerical procedures.
- Strong oral and written communication skills.
- Strong attention to detail with exceptional organizational skills.
- Able to work under pressure and meet deadlines.
- Ability to format and compile information in a readable and visually appealing manner.
- Flexible—able to move and change as circumstances warrant.
- Strong problem solving skills using integrated and complex reasoning.
- Proficiency in the use of computers in:
 - Microsoft Office Business Edition including Word, Excel, Outlook, Access and PowerPoint
 - E-mail and Internet navigation

Experience & Education

- Post-secondary Diploma or Degree in business and/or office administration.
- Experience and/or training in database management.
- Customer Service training.
- Conflict Resolution and Management training.
- Reality Therapy Certified or a commitment to pursue Certification.
- Motivation Interviewing and Stages of Change Training or a commitment to pursue.
- A combination of education and experience may be accepted.

Reporting to: Team Lead

Position: Full Time, Term 6-9 months with opportunity for extension.

Compensation:

- \$38,544 annually
- Employer contribution to RRSP
- Extended health and dental benefits, Life, AD&D and Disability Insurance after 6 months.
- Employee and Family Assistance Program
- Scheduled day off every 3 weeks.

We are an equal opportunity employer with Human Resource practices that support the recruitment, hiring and retention of a diversified workforce.