

## INCLUSION POWELL RIVER JOB DESCRIPTION

**Job Title:** Secretary

**Job Summary:**

The Secretary provides a variety of administrative and secretarial supports to the Child and Family Service teams as assigned by the Administrative Supervisor. She/he assumes receptionist duties at the Cranberry Children's center and assists with coordinating building use and maintenance. She/he may assist with coordinating annual events in the division and ensure plans fit within resources. She/he generates reports from a variety of information sources and databases and submits to INCLUSION POWELL RIVER and to funders. She/he is dedicated and knowledgeable a member of an organization wide team. As such, when deemed qualified, he/she may provide services to individuals in related programs when required. The Secretary is familiar with and participates in ensuring that the strategic goals of the agency are met.

**Division:** Child and Family Services

**Grid Level:** 7

**Reporting Relationship:** The Secretary reports to the Administrative Supervisor

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**KEY DUTIES AND RESPONSIBILITIES:**

Under the supervision of the Administrative Coordinator: the Secretary may handle any or all of the listed duties below:

1. Acts as a receptionist; ensuring a positive welcome and responsiveness as the first contact for individuals arriving at the centre. Handles all general inquiries by phone, email or in-person and routes to the appropriate program or staff person. Redirects other queries to the INCLUSION POWELL RIVER Administration Office or to other community resources as appropriate.
2. Provides word processing, data input and typing support such as correspondence, meeting minutes, forms, client information.
3. Tracks office expenditures by recording expenses and alerting the supervisor to budget overruns or unusual expenses. Maintains a variety of financial records such as petty cash, purchase orders and cheque requisitions.
4. Orders office supplies and program equipment within the budget.
5. Prepares correspondence, reports, minutes, forms and other related material to professional quality using a personal computer and related software applications.

6. Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings. Prepares agendas and takes minutes at meetings as required.
7. Sets up and maintains a data base of client information and stakeholder contact information to use for both selective and mass distribution of information by mail, fax and email and for gathering demographic and program information about persons served. Performs routine backups of the data and stores off site as per technology procedures.
8. Uses a full range of computer software applications to design and work with spreadsheets, database and other data management systems to enter data, generate reports and track a range of information so that it can be retrieved in various formats.
9. Produces routine and ad hoc reports from data bases as required by the Administrative Supervisor by identifying and organizing the required information, compiling data, designing format and printing reports. Cross references information to ensure own accuracy.
10. Stays up to date with the data reporting and statistical tracking requirements for each program within the division and performs routine audits to ensure data is being collected consistently and accurately at the program level; brings forward concerns to the administrative supervisor
11. Supports completion of required statistical reports on time and accurately; ensures program leaders cross-reference reports prior to submission
12. Provides support to ensure family and stakeholder surveys, discharge summaries and post service follow up surveys are completed each year and/or that each program in the division is on target with their systems for gathering consumer satisfaction
13. Assists with annual updates to program marketing materials
14. Assists with compiling midyear and annual performance outcomes reports for review and action planning by program teams
15. Maintains the office environment including: equipment maintenance, furniture maintenance and placement; and coordination of building and grounds maintenance. Coordinates building use.
16. Orients, monitors and provides work direction to volunteers and/or practicum students working in the office environment.
17. Maintains and updates the division's manual and electronic filing systems. Maintains and updates the division's resource library.
18. Prioritizes and coordinates work effectively with support from an offsite supervisor.
19. Assists staff with consumer group activities like the Parent-tot Group, and the Parent Group when time allows or in emergencies.
20. Maintains positive working relationships with child and family services teams and other INCLUSION POWELL RIVER staff. Collaborates with the child and family services teams to develop and implement an integrated model of family centred service delivery in the division.
21. Maintains an up-to-date knowledge in the field. Participates actively in evaluation process and in training. Contributes to a learning organization by self reflecting on his/her practice, sharing ideas and contributing to planning and discussions about service, and seeking input and support when concerns or questions arise.
22. Adheres to INCLUSION POWELL RIVER mission statements, policies and procedures.
23. Maintains an up-to-date and practical knowledge of all safety and emergency procedures as outlined in INCLUSION POWELL RIVER policies and procedures and in Work Safe BC regulations. Implements safety and emergency procedures as outlined.

24. Review the Cultural Diversity Plan annually and participate in training provided by INCLUSION POWELL RIVER.
25. Routinely promote INCLUSION POWELL RIVER's commitment to diversity and respect for cultural diversity in how we interact with clients and colleagues.
26. Performs other related duties as assigned.

### **REQUIRED QUALIFICATIONS:**

#### ***Education, Training and Experience:***

Completion of grade 12 and a recognized one (1) year secretarial training is required along with one (1) year related office management and/or secretarial experience. Education and experience will include comprehensive training in microcomputer data management related to all aspects of office operations, general office duties, filing and secretarial procedures, data and resource organization, document \ report preparation and layout, word processing, spreadsheet, data base and other software applications.

### **REQUIRED ABILITIES:**

- Demonstrated ability to use e-mail, and a range of software applications proficiently and independently.
- Demonstrated ability to type 70 words per minute.
- Expert level of MS Excel and Word knowledge
- Ability to work under pressure and meet deadlines.
- Ability to organize work and carry out the duties of the position with independence.
- Ability to operate telephone office messaging and other office equipment.
- Superior oral, interpersonal and written communication skills.
- Demonstrated pleasant and positive demeanour.
- Ability to participate as a member of a team.
- Ability to provide support to staff in project development.
- Ability to organize, implement and complete project work and assist in presentations.
- Ability to compose brief memos and letters.
- Excellent editing skills, including accurate grammar and spelling editing.
- Ability to prioritize and balance multiple deadlines.
- Ability to adapt to multiple office sites.
- Ability to take dictation and meeting minutes.

### **REQUIREMENTS FOR ONGOING EMPLOYEMENT:**

Approved Criminal Record Search to be renewed every 5 years

TB Test

Use of a safe, well-maintained personal vehicle is required.

The ability to function independently and frequently under pressure, while managing multiple concurrent projects and deadlines is required. This position requires the consistent display of a welcoming personality and the ability to apply tact and diplomacy in dealing with others despite deadline pressures and constant interruptions. In addition this position requires a sensitive and supportive response to family members and children who call needing general assistance, someone to listen and assistance to problem solve effectively. Some lifting and moving of office supplies in and around the building is required.

#### ***Ergonomic Considerations:***

The Administrative Assistant spends a significant amount of time at his/her desk. Attention to height of desk, height and support of chair, height and support of arm rests and positioning of keyboard and screen is required. Additionally, Administrative Assistant must ensure she / he uses the telephone with proper body mechanics to avoid neck stress.

Revised: 10.09; 02.11, 05.11; 01.13; 06.14; 01.18

Reviewed: 07.10; 05.11; 04.12; 07.13; 06.14; 09.15