

North Simcoe Community Futures Development Corporation

POSITION: Office Assistant (OA)
REPORTS TO: General Manager

The Office Assistant shall assist the General Manager and other staff members in the efficient operation of the Corporation. The Office Assistant will ensure, at all times, that the reception area is well organized and neat to ensure that customer walk-ins and inquiries are handled in an efficient and positive manner.

A. Front Line Responsibilities

- Answer and direct all telephone calls in a friendly and professional manner
- Telephone messages are to be accurate, complete and legible
- Arrange client appointments if requested to do so by staff.
- Order and maintain supplies (all purchases to be authorized by the General Manager).
 - Office Supplies – on a weekly basis review office supplies and prepare a purchase order list for the General Manager’s approval (in the absence of the GM – the Community Development Coordinator or the Loans / Financial Analyst can approve purchases). Office supplies are ordered over the telephone.
 - Kitchen Supplies – each Monday, the OA will prepare a list of all kitchen supplies that are required for the office i.e. meeting supplies such as coffee cream, juices etc. and other misc. office supplies for the kitchen and washroom. Time can be taken during office hours to pick up kitchen supplies. Mileage is reimbursed as per Treasury Board rates.
- Type correspondence for: client files, and prepare replies to client inquiries, as requested by the General Manager, Finance Analyst, or the Client Care Coordinator.
- Minutes of meetings to be prepared in an accurate form using own notes or other staff member’s notes as directed by the General Manager
- Perform photocopy activities as directed
- Accurately type security registration documents if requested.
- Prepare for meetings by:
 - print and photocopy materials as directed
 - finalizing client presentations (as requested)
 - determine director attendance, arrange for refreshments, and prepare Boardroom for all Committee and Board meetings.

B. Administrative

- Receive mail and forward to the appropriate staff member as directed.

C. Filing Activities

- Assist in the maintenance of Accounting Files, Loan Client files and General Files.

D. Reporting Activities

- Prepare reports as instructed by the General Manager and staff.

E. Loan Client Activities

- Assist with mail-outs to loan clients and contact clients as directed by staff.

F. Other Activities

- Maintain the Corporation’s library by keeping library material current and in stock. (All new purchases are to be authorized by General Manager.) Sign out material as requested and follow-up regularly until material is returned.
- Maintain the “forms” library (in the computer sub-directory) by implementing changes as requested.
- Assist in the organization of workshops: i.e. mail-outs, maintaining records of registrations, typing attendance lists, mailing confirmations, etc.
- Notify clients of upcoming events (i.e. workshops) as directed.

OFFICE ASSISTANT, continued

- Assist in the compilation of information for marketing and advertising purposes (typing articles for the newspapers, ads, display board presentations, etc.).
- Maintain and updated NSCFDC website and social media channels as directed.
- Maintain the office procedures binder
- Assist the General Manager and staff in daily routines and other duties as required to ensure the effective and efficient operation of the office

G. Physical Effort

- Prolonged sitting using telephone and computer.
- Some eye and muscle strain due to extended visual use of computer monitor.

H. Mental Effort

- Most procedures are written and defined.
- Discretion and judgment required with clients and telephone calls.

I. Working Conditions

- Accuracy of information and attention to detail is important.
- Volume of work is constant and repetitive.
- Job requires meeting deadlines.

J. Skills / Qualifications

- Fluently bi-lingual
- Computer skills - MS Office (WORD and EXCEL) and Client Data Base Management Tools
- Strong organizational skills.
- Experience working with clients/customers.
- Experience conducting business by telephone (in a professional manner).
- Flexibility to adapt to changing work demands.
- Above average communication skills.

Salary Range: \$29,120 to \$34,580 annually based on experience and in compliance with the Organizational Operations Manual and Employment Standards.

Please forward resume by August 13, 2021 to:

Chris McLaughlin, General Manager
North Simcoe CFDC
Box 8 105 Fourth Street
Midland, ON L4R 4K6
Email : cmclaughlin@nscfdc.on.ca