

VOLUNTEER OPPORTUNITY
WITH
EMPLOYMENT SOLUTIONS FOR IMMIGRANT YOUTH

POSITION TITLE: ADMINISTRATIVE/CLIENT REGISTRATION ASSISTANT

POSITION SUMMARY: In consultation with the Project Coordinator/Designate, the Administrative/Client Registration Assistant will be responsible for the performance of administrative support and intake functions, including conducting needs assessment, referral and advocacy in a busy office setting. The incumbent must:

- possess excellent interpersonal, written and oral communication skills, and be articulate with professional telephone skills and etiquette; have an awareness of community support services, be thorough, well organized and able to follow through with tasks at hand, meeting specific deadlines and documentation expectations.
- demonstrate high level of flexibility and adaptability in performing assigned functions; have excellent record keeping skills and the ability to exercise sound judgment in an environment requiring confidentiality and high level of integrity.

Knowledge of a second language would be an asset, and demonstrated ability to maintain confidentiality of all information pertaining to the affairs of the project is essential. This position requires the ability to conduct oneself professionally at all times, in a setting with a strong cross-cultural foundation and a commitment to excellence in all aspects of client and public service, administrative functions, and community relations.

QUALIFICATIONS:

- Certificate in Business Skills Training from a recognized institution, with practical experience in a related capacity, exhibiting professionalism and diplomacy in all interactions with funders, the general public, clients and staff.
- A minimum of 35 wpm and advanced knowledge of Microsoft Word, Excel and other software packages relevant to the performance of assigned duties.
- A strong work ethic, with the ability to function in a fast paced service environment; must work well independently and responsibly, utilizing a strong orientation toward delivery of high quality client service.
- A high degree of accuracy and attention to detail, with strong problem-solving and analytical skills; flexibility and readiness to adapt to change in a multi-task orientated environment.
- Well-developed interviewing and assessment skills and accomplished presentation and facilitation skills would be beneficial.
- The ability to establish priorities and attend to the diverse needs of clients, staff and program participants.
- Sound judgment and capacity to identify clients' needs and priorities, possessing a keen desire to intervene, advocate and refer to appropriate support services and programs.
- Maturity, dependability and the talent to innovate and respond to the organizational changing needs.

VOLUNTEER OPPORTUNITY
WITH
EMPLOYMENT SOLUTIONS FOR IMMIGRANT YOUTH

DUTIES AND RESPONSIBILITIES:

PUBLIC RELATIONS & COMMUNICATIONS

Maintains effective communication links with the general public by:

- Greeting and responding in a polite and courteous manner to all in-person and/or telephone inquiries received from participants/clients, agencies, employers, funders and the general public.
- Screening and re-directing calls to appropriate personnel; exercising diplomacy and tact in handling difficult and/or disruptive clients/callers; documenting and informing management promptly of any disturbances, concerns or difficulties being experienced at the reception desk.
- Providing clear and concise information about the program to new applicants and their families, informing them of application process and required documentation ensuring clarity of information at all times.
- Organizing daily flow of activities and recording all pertinent data on a daily basis; scheduling appointments and follow-up interventions and conducting reminder calls as required.
- Notifying staff of participant's/guest's arrival for appointments/presentations; handling drop-ins according to procedures, ensuring client satisfaction and comfort and maintaining professionalism and confidentiality of issues at all times.

RECORD KEEPING & ADMINISTRATION

Performs all record keeping and administration functions pertaining to the project by:

- Consulting with the Coordinator regarding participants' attendance records, verifying calculations to ensure accuracy of payment for issuance of cheques, data entry, etc..
- Handling bank deposits from time to time, photocopying and compiling copies of financial records for accountant and other pertinent information as required.
- Setting up and entering participants' data into computerized system and producing monthly participant lists and updates.
- Completing and verifying PIFs, MB4Youth Registration and Leaving Forms, 60 and 90 day Follow Up.
- Maintaining all client files in an organized manner, ensuring confidentiality of information is maintained at all times and the completion and closure of all funders' documentation is achieved in a timely manner.
- Preparing labels and envelopes for delivery, gathering monthly and quarterly statistics, and handling correspondence on a daily basis.

SECRETARIAL/WORD PROCESSING

Ensuring all clerical related functions are completed in a timely and organized manner by:

- Preparing spread sheets, word processing memos, letters, labels or any other documents as required.

VOLUNTEER OPPORTUNITY
WITH
EMPLOYMENT SOLUTIONS FOR IMMIGRANT YOUTH

- Inputting and processing data with particular attention to content, accuracy and format.
- Photocopying an adequate supply of personnel, office and necessary forms, ensuring that originals are kept in a binder.
- Opening, sorting, prioritizing and distributing daily incoming mail and faxes.
- Keeping an up-to-date master mailing list of funders, agencies and service providers for the efficient distribution/notification of relevant information.
- Mailing out pamphlets, posters and other materials to agencies and individuals as requested.
- Maintaining up-to-date information, postings, newspaper want ads and other incoming bulletins relevant to clients; ordering information brochures/pamphlets as needed.
- Scheduling guest speakers, participants' outings and other activities; organizing and maintaining neat appearance of the reception and surrounding areas.
- Performing other accounting/clerically-related work that is pertinent to the effective functioning and smooth operation of a busy office.

Performing all secretarial functions pertaining to the overall organization by:

- Calling service personnel, ordering toner, taking readings of photocopier and forwarding it to Xerox.
- Maintaining an inventory of office and coffee supplies, and preparing and submitting requisition forms for approval by administration as required.
- Training, supervising and monitoring individual work placements and volunteer terms at the reception desk.
- Providing on-going feedback to work placements leading to improved knowledge and experience; in consultation with the Coordinator, conducting and documenting a final evaluation of trainee's achievements and areas for development.
- Maintaining accurate and up-to-date inventory master list of all resource materials available to staff and clients.
- Keeping an up-to-date resource list to refer clients whose needs may best be addressed by other agencies, schedule of upcoming programs/workshop activities and disseminating information to all related community-based organizations and employment centres.

The Administrative/Client Registration Assistant may be called upon to perform other supporting tasks from time to time, where deemed appropriate.