



INTERNAL/EXTERNAL POSTING

**ADMINISTRATION TEAM ASSISTANT – RECEPTION BACK UP
ONE (1) PERMANENT FULL-TIME POSITION (35 HOURS PER WEEK)
LOCATION: WINDSOR OFFICE**

Reporting to the Manager, Administration and Governance/Chief Privacy Officer, the position provides essential administrative support to department managers as well as their respective departmental teams as required. The incumbent will perform complex and general administrative duties including office management, appointment scheduling, reception, data processing, communication and other tasks assigned.

RESPONSIBILITIES & DUTIES:

- **General Duties**
 - Back-up for other Administration Team Assistants as required, working knowledge of all Administration Team Assistant positions
 - Assisting in meeting scheduling and notification process
 - Conducts administrative support activities or assignments, composing routine correspondence, preparing presentation materials, coordinating events/functions, as directed by the Manager
 - Providing word processing, data processing and records management, information dissemination activities
 - Responds to queries from employees, visitors, community representatives, organizations and suppliers
 - Conducts special projects as assigned by the Manager
- **Mental Health Services Support duties, shared with other Admin Assistants, include the following:**
 - Travel arrangements for unionized employees as part of reception duties
 - Provide a complete range of administrative support to managers for frontline work
- **Assist Bilingual Receptionist with primary reception duties which may include the following:**
 - Answer phone inquiries, take messages, refer caller to appropriate personnel and provide information as requested
 - Greet visitors and respond to inquiries, making referrals to appropriate personnel, providing and/or taking information and dealing with clients and the general public in a professional manner
 - Supporting general client inquiries in a professional manner utilizing CRMS where required
 - Records sick days called in by staff using Outlook and notifying the appropriate staff
 - Cancel appointments for frontline workers after receiving the information from the sick line
 - Schedule meetings, room bookings and set-up, including food orders when needed
 - Responsible for all agency incoming and outgoing mail and correspondence
 - Administer the ordering process of office supplies to ensure that adequate supplies, including coffee and kitchen, are maintained onsite
 - Assisting in supporting the agency's financial documentation such as: writing receipts, itemizing incoming funds for a variety of programs and disbursing petty cash following agency policies and procedures
 - Balance petty cash supply and replenish automated postage machine when required and under the direction of the Manager

EDUCATION & SKILLS:

- Two (2) year Post-Secondary Diploma in Office Administration is required or equivalent program deemed relevant by the employer
- One (1) year of administrative experience preferably in a health care environment is required.
- Advanced computer skills in Windows operating systems, Outlook, Word, Excel, PowerPoint, Access and other database management systems.
- Full range of knowledge in the operation of all standard office equipment including the use of photocopier, fax machine, mail machine, laptop computer and scanner.
- Excellent organizational skills are required. Able to organize, schedule people or tasks, while being sensitive to time constraints and resource availability.



**Canadian Mental
Health Association**
Windsor-Essex County

Community wellbeing is our sole focus.

- Able to communicate effectively, written and oral, with the public, professionals, staff and clientele of the agency.
- Able to provide reception duties including switchboard coverage when required.
- Ability to project credibility, recognize sensitive information and maintain client confidentiality.
- Valid Ontario Driver's License and own means of transportation are required.
- Bilingualism in both official languages at the advanced level is an asset for all agency positions.
- Full vaccination status is required in accordance with the agency's COVID-19 Vaccination policy. Providing proof of full vaccination status will be a condition of employment.

Hours of Work: Thirty-Five (35) hour work week. Flexible hours are required to meet service needs. The agency's regular hours of operation are Monday to Friday, 8:30 AM to 4:30 PM.

Salary range: Grade 4, \$21.62 - \$26.29 per hour
Per 2018-2022 Collective Agreement

Compensation includes a competitive and comprehensive benefit, Healthcare of Ontario Pension Plan (HOOPP), vacation and sick leave package.

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements, quoting posting reference **"2023-21 – PFT Admin Team Assistant – Reception Backup"** to careers@cmha-wecb.on.ca by **Monday, May 8, 2023 @ 4:30 PM.**

Posting Date: Monday, May 1, 2023

This position is posted per Article 15 of the Collective Agreement. Internal candidates will be considered in priority as established by the Article, as such external candidates may not be considered if there is a qualified internal applicant.

CMHA strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with CMHA.