



Job Description: Administrative Assistant - Student

Start date: Approx. June 23rd

Qualifications:

Ontario Secondary School Certificate or equivalent. Must have excellent typing, Word processing, organizing, telephone and interpersonal skills. Knowledge of Database systems is preferred.

Organizational Relationship:

The Student reports to the Program and Operations Director.

The Student receives daily direction from the Administrative Support Team and Program and Operations Director.

Job Summary:

This student assists with client appointments, greets clients and provides overload clerical support for the agency. The position will be onsite as well as possible remote work from home.

Specific Duties and Responsibilities:

- To answer and screen all incoming calls in a professional manner, record appointments, transfer calls and take messages
- To greet clients, record client attendance, accept and record payments and answer enquiries in a professional manner
- To provide pre-enrolment services to clients for counselling, workshops, classes and other activity following a specified procedure
- To input client service evaluation data, if applicable.
- To accept payment from clients and issue receipts according to a specified procedure
- To open and distribute incoming mail and take outgoing mail, as required
- To maintain confidentiality with reference to clients and agency matters
- To provide clerical support to all agency staff
- To report all client complaints to the Director of Counselling.
- Other duties as assigned

Key Competencies

Excellent verbal and written communication skills

Professional personal presentation

Customer service orientation

Information management

Organizing and Planning

Attention to Detail

Initiative

Reliability

Stress tolerance



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Please send resume and cover letter to Jessica Owen, Program and Operations Director jessicao@porchlightcnd.org.