

External Job Posting:

Administrative Supervisor

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

This position manages the Support Services Receptionists and Reception, while providing a variety of administrative supports to staff and acting as a liaison between departments.

This is a three month contract position working 35 hours per week.

RESPONSIBILITIES:

LEAD AND SUPPORT RECEPTION

- Hire, train, supervise, and provide ongoing support for approximately four (4) Support Service Receptionists (SSRs).
- Schedule shifts, ensuring that lunches, vacations, and occasional absences are covered.
- Provide orientations and supervision support to approximately three to five (3-5) Reception Volunteers, and three to five (3-5) Phone Volunteers.
- Distribute tasks to SSRs and volunteers. Follow up on their completion, and provide troubleshooting support as needed.
- Maintain updated procedures and communications relevant to Reception and Administration tasks and policies.
- Attend all meetings concerning Reception and Administration, communicating the results to SSRs, and follow up on action items.

GENERAL ADMINISTRATIVE SUPPORT

- Supervise and provide ongoing support for approximately one (1) Housekeeping Assistant.
- Order all general office supplies and ad hoc requests for 400 Queen.
- Oversee the management of the phone system.
- Coordinate the offsite storage and destruction of documentation for Business Office and Corporate.
- Coordinate the external information requests, including coordinating fulfilment of the request and resolving outstanding information with the requestor.
- Provide on-site orientations, general office information and review security procedures for new staff
- Manage the programming of security devices and collaborate on security related policies and procedures.
- Oversee the programming, distribution, and monitoring of keys and key fobs.
- Collaborate with others to address staff concerns related to security.
- Act as the key contact for general day-to-day business concerns and communications with 400 Queen tenants (which includes supporting connections between tenants and staff).

CLINICAL TEAM ADMINISTRATIVE SUPPORT

- Order building and departmental supplies and maintain stock of all general office supplies.

- Coordinate room assignments for staff, students, and interns.
- Update our counselling system for schedules, new providers, and clients.
- Assist with creation of reports of client data and assist with resolving concerns with the system.
- Assist in the development, formatting, editing, and printing of a variety of documents.
- Oversee management of clinical counselling client files, including filing, off-site storage, document destruction, and responding to requests for information.

REQUIRED CREDENTIALS:

- Experience and/or education in Office Management, Project Management, or Administrative Services.
- Experience in providing direct supervision to staff and/or volunteers.
- Experience working in the not-for-profit sector, and/or within a counselling or community services agency would be considered an asset.
- Proficient in the use of Microsoft Office Suite.
- Attention to detail.
- Good time management.
- Team player.

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*

**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<u>SALARY:</u> Management Salary Grade A \$21.57 to \$28.39 hourly	<u>STATUS:</u> Contract, full-time	<u>COMPETITION NUMBER:</u> 07-18 (NUC-07)
<u>LOCATION:</u> Kitchener/Waterloo	<u>HOURS OF WORK:</u> 35 hours/week	<u>POSTING PERIOD:</u> March 2-9, 2018
<u>EMPLOYEE GROUP:</u> Non- Union	<u>SCHEDULE:</u> TBD	<u>START DATE:</u> TBD