

JOB POSTING
February 6th, 2012

Job Title: Summer Administrative Assistant / Data Entry – (Non Bargaining Unit Position)
Supervisor: Manager, Programs and Services

Responsibilities: The successful candidate will demonstrate excellent interpersonal and teamwork skills and will provide superior customer service, highly developed problem solving and organization skills to meet deadlines and take initiative to be able to multi task and prioritize workload to fulfill the following responsibilities:

- Overseeing and maintaining agency files according to the established management information systems and procedures, including archiving of files, while adhering to privacy and confidentiality requirements.
- Updating and maintaining information/records on management information systems,
- Responding (via telephone, email, in person, mail, fax) to enquiries relating to all aspects of greeting and welcoming adults, newcomers, person with disabilities, students, youth, employers and guests to JobStart.
- Registering of clients for services and referring to appropriate JobStart or onsite service staff,
- Schedule, prepare, and assist to facilitate student information sessions, job search workshops and community presentations according to the goals of the program utilizing a variety of multimedia tools.
- Assisting in monitoring placements through regular contact with employers and clients by conducting appropriate follow up phone calls and documenting contact according to contractual agreement and service agreements;
- Compiling and generating monthly statistical reports and completing special assignments such as preparing for job fairs & special events, sending out broadcast flyers and emails to community as required, etc.
- Answering and operating busy switchboard
- Working closely with the Administrative Assistants Team as required

Qualifications:

- Currently working on degree / diploma in Career Counselling or Business Administration or post secondary education in the social service field & planning on returning to school in September.
- Experience in administration and previous experience working with youth an asset
- Strong skills utilizing all Microsoft Office Applications
- Good decision making, judgment and problem solving skills to know and understands when escalation of complex issues needs to be escalated to Management
- Excellent listening, customer service skills with attention to detail and good judgment
- Excellent English communication skills, written and verbal
- Demonstrated ability to work within a team environment with limited supervision, well organized, team player who is able to take initiative, manage change/transitions with the ability to prioritize and multi-task
- Takes pride and initiative in work to ensure a high standard of service
- Ability to learn quickly, adaptable, flexible, resourceful
- Demonstrated ability to set and meet deadlines and targets
- Crisis Intervention and First Aid Certifications (an asset)
- Valid driver's license and access to a vehicle an asset

Hours of Work: 35 hours per week (early morning, evening hours and weekends are periodically required)

Duration: April 30th, 2012 – August 31st, 2012 (Pending Funding Approval)

Salary: \$13.00 per hour

Closing Date: April 13th, 2012

Send Letter of **Tracy Houston, Manager Programs & Services**

Interest and **2930 Lakeshore Blvd. West, Etobicoke, Ontario M8V 1J4**

Resume to: **Fax 416-253-2727 - No emails**

JobStart strives to represent the diversity of the community in our hiring practices. *The above statements are intended to describe the general nature and level of work applicable to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required.*

Only those who meet the qualifications above will be considered for this position and invited to an interview.