



JOB DESCRIPTION

JOB TITLE:	Administrative Support – Canada Summer Jobs
DEPARTMENT:	Corporate
CLASSIFICATION:	Student
REPORTS TO:	Executive Assistant
HOURLY RATE:	\$18.96

JOB SUMMARY:

Under the guidance and supervision of the Executive Assistant, the Administrative Support role serves as a developmental opportunity for a student to build skills in administrative support, customer service, data management, event coordination and organizational systems at Menno Place. This role supports the principles of Resident and Family Centred Care and requires teamwork, communication, collaboration and commitment to learning, including receiving constructive feedback.

This position is a **temporary full time position** funded through the Canada Summer Jobs Grant, and aligned with both Federal and Member of Parliament priorities. The student worker is required to have a commitment to the vision, mission and values of Menno Place and perform duties following Menno Place policies and procedures, ensuring the provision of Resident and Family Centred Care (RFCC).

This position requires teamwork, communication and cooperation. It is the expectation that the individual in this position contributes to a positive, safe working environment, takes instruction well and cooperates with their supervisor and co-workers. This person manages their time well and participates in continuous quality improvement of services provided.

DUTIES & FUNCTIONS:

- Provide administrative support to non-management and management by assisting with day-to-day office operations and project coordination.
- Serve as a point of contact for clients and vendors, learning effective communication and coordination skills across departments.
- Provide customer service focused concierge services for visitors and residents on campus, supporting a welcoming and professional environment.
- Take a multidisciplinary approach in interacting with residents, families and staff across various departments.
- Assist in creating and organizing a records-filing system, developing document management and digital literacy skills.
- Assist in reviewing organization policies and procedures by learning about relevant legislation (Long Term Care Act, Assisted Living Act, OHS Regulation etc.).

- Assist in preparing reports and presentations, developing skills in information organization, clarity of communication and presentation design.
- Order and maintain office supplies and equipment, learning inventory tracking and budget awareness.
- Support database software upgrades and development, gaining exposure to basic systems management and digital tools used in healthcare settings.
- Assist with entering new resident information and updating current records, building accuracy, attention to detail and confidentiality practices.
- Generate and pull reports from the database for tracking and management purposes.
- Conduct follow up calls to prospects for waitlist updates and additional information gathering, developing communication, documentation and customer engagement skills.
- Ensure confidentiality when handling sensitive information, learning best practices for privacy, data security and ethical conduct in a professional environment.

QUALIFICATIONS

Education, Training and Experience

Post-secondary students in a direct or related field of studies are preferred.

1-2 years of experience in administrative support preferred.

Proficiency in Microsoft Office Suite and a Client Management System

As per the Canada Summer Jobs program, eligibility requirements are:

To be eligible, youth must:

- be between 15 and 30 years of age at the beginning of the employment period
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment** and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

Skills and Abilities

- Demonstrated ability to communicate effectively in English both verbally and in writing.
- Demonstrated courteous and collaborative interpersonal skills including the ability to work as a member of a team.
- Demonstrated willingness and ability to learn how to operate position related equipment.
- Organizational skills and the ability to use resources effectively to complete assigned tasks.
- Collaborates with leaders to promote a cooperative and constructive environment for improvement that consistently meets the needs of residents, families, staff, and the community.
- Self-confident in learning abilities with a willingness to ask questions, seek guidance and engage in continuous skill development.

Health & Safety

- Is aware of their rights and responsibilities under the BC Occupational Health and Safety Act and follows all health and safety policies and procedures.
- Works safely to reduce the risk of injury to self, co-workers, and residents.
- Is alert to and promptly reports all actual or potentially hazardous situations to immediate supervisor.
- Does not operate or use faulty equipment.

- Promptly reports personal injury to supervisor and seeks first aid as needed.
- Participates in fire safety demonstrations, fire and code drills and knows the community fire and disaster plan.

In the online application, you will be required to:

- Upload a Resume (PDF, Word doc)
- Supply two Employment History references including Contact Information of Company and Immediate Supervisor
- Supply three references with contact information (2 work-related references, 1 character reference)
- Upload Record of Immunization (digital file upload – JPG or PDF)
- Upload Criminal Record Check done in past 12 months (digital file upload – JPG or PDF)

We thank all applicants however only those short-listed candidates will be contacted.