



Prince George Hospice Society

Position: Administrative Assistant	Dept: Solace Centre	Reports to: Executive Director
Current Incumbent: Vacant	Job Level: Admin	Date: June 2017

SUMMARY OF THE ROLE RESPONSIBILITIES

Reporting to the Executive Director, the Administrative Assistant for Solace is responsible for providing Administrative Support to the Solace Centre.

KEY AREAS OF RESPONSIBILITY

The Administrative Assistant for the Solace Centre performs a wide range of administrative and office support activities for the Fund Development Manager, the Resale Shop, and the Executive Director, to facilitate the efficient operation of the organization.

Main Tasks and Responsibilities

- Answers, screens and transfers inbound phone calls
- Receives and directs visitors and clients
- Resolves administrative problems and enquiries
- Prepares written responses to routine enquiries
- Carries out general clerical and administrative duties including photocopying, faxing, and mailing
- Maintains electronic and hard copy filing systems
- Retrieves documents from filing systems
- Handles requests for information and data
- Schedules and coordinates meetings, appointments and travel arrangements for managers and supervisors
- Prepares schedules and agendas for meetings
- Prepares and modifies documents including correspondence, reports, drafts, memos and emails
- Records, compiles, transcribes and distributes minutes of meetings
- Opens, sorts and distributes incoming correspondence
- Maintains office supply inventories
- Coordinates maintenance of office equipment
- Coordinates and maintains records for staff, telephones, parking and petty cash
- Other duties as required

Manager's Signature:	Date:
Incumbent's Signature:	Date:

Position: Administrative Assistant – Solace Centre

Key Competencies

- Excellent written and verbal communication skills
- Excellent time management, organization, and prioritization skills
- Experience assessing and solving problems in an effective manner
- Experience gathering and presenting information in a meaningful manner
- Takes pride in producing timely, accurate work, with close attention to detail
- Excellent customer service orientation
- Demonstrates flexibility and adaptability
- Demonstrates confidentiality in all matters
- Demonstrates compassion and a sensitivity and understanding of issues unique to Hospice and Palliative Care
- Demonstrates a respectful, friendly and professional manner when dealing with guests, family members, co-workers, and the public
- Works well independently, and as a team member

Qualifications – Education and Experience

- Grade 12
- Post secondary education in relevant area of study
- Minimum 2 years experience working as an Administrative Assistant
- Proficient in Microsoft Office Suite
- Experience operating standard office equipment
- Knowledge of clerical and administrative procedures and systems, such as filing and record keeping
- Knowledge of principles and practices of basic office management