



Administrative Assistant

Monday to Friday, 25 hours/week

Union Position; Starting Wage \$20.11/hour

Start date: Immediately

The Calgary Women's Emergency Shelter (CWES) has been providing holistic services to families experiencing family violence and abuse since 1974. The Calgary Women's Emergency Shelter is a twenty-four, seven days a week residential service.

PURPOSE OF THE POSITION

The Administrative Assistant is a part-time (25 hours per week) union position. The hours of work is 8:00 am to 1:00 pm Monday to Friday. This position is located in the Shelter and provides front desk receptionist duties and administrative support to shelter managers, coordinators, team lead roles and the Senior Administrative Assistant.

ACCOUNTABILITIES

- Receive incoming telephone inquiries, directing calls to the appropriate staff member and/or record & deliver messages as necessary.
- Exercise mature judgment & tact when dealing with clients, staff & the public.
- Monitor & be responsible for door security and pleasantly greet people entering the reception area and directing them to the appropriate staff and/or office.
- Deal with the general public, as a representative of the Agency, in a supportive & helpful manner in both phone & face-to-face contact.
- Accommodate the needs of clients such as handing out bus tickets, personal needs & other requests.
- Assist with the ordering of office supplies.
- Troubleshoot minor IT issues and report any system malfunctions to the Facilities Coordinator.
- Prepare correspondence for clients & staff, as requested.
- Apply and maintain knowledge of Agency's Policies & Procedures.
- Train new reception volunteers and refresh as required.
- Communicate regularly with reception volunteers to ensure they are up to date.
- Communicate and work collaboratively and in a supportive manner with shelter volunteers.
- Assist with scheduling, rescheduling and confirmation of meetings and appointments as required by the management team.
- May be required to drive to other CWES locations for meetings, dropping off and picking up correspondence
- Other duties as assigned as it would relate to current position.

SKILLS AND QUALIFICATIONS

- Grade 12 education supplemented with post-secondary secretarial/administrative training with at least three years related experience preferred
- Intermediate skills in Microsoft Office Applications preferred
- Ability to be flexible and to respond to every day pressures that occur in a crisis-oriented, residential setting and as part of a small administrative team.
- Self-directed with excellent organization, interpersonal and administrative skills.
- Dependable, resourceful and innovative with ability to understand level of confidentiality appropriate for this role.
- Ability to work independently as well as part of a team and deal effectively with a variety of personalities.
- An understanding of family violence issues preferred.
- CPR, First Aid & ASSIST certification would be an asset.

- A Valid driver's license.

OTHER INFORMATION

- A criminal records search and an intervention record check are conditions of employment.
- In accordance with Canadian immigration requirements, priority will be given to Canadian citizens and permanent residents of Canada.

TO APPLY: Please submit your resume and cover letter via ReachHire on the website: <http://reachire.ca/index.php>.

CLOSE DATE: Review of applications begins on April 6, 2017.

The Calgary Women's Emergency Shelter is committed to diversity and inclusion within its workforce, and encourages qualified candidates from all genders, religious, ethnic and social backgrounds to apply. We thank all candidates for their interest, only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.