

Position Description – WorkConnect – Administrative Assistant

Position Description

Position title	Administrative Assistant
Location	Calgary, AB
Reports to	Centre Manager
Direct reports	N/A
External Stakeholders	Contract and Procurement Specialist with the ministry of Seniors, Community and Social Services
Travel requirements	N/A

Position purpose

The Administrative Assistant is the back-end support for the WorkConnect team by completing data entry and compiling information for reports. The Administrative Assistant is responsible for administrative tasks including, but not limited to: Compass data entry, creating monthly number reports for deliverables and outcomes, entering clients in the master client spreadsheet, creating client profiles in Caseflo, and compiling information for monthly reports. The Administrative Assistant is also responsible for being a backup for the Intake Coordinator by assisting new clients into service and answering phones, emails, and inquiries. During intake, the Admin Assistant will also be responsible for referring clients that are not eligible for the service to other available resources/programs. The Administrative Assistant is the face of the service and provides a warm, welcoming environment for all clients, guests, and stakeholders as they enter one of our centres.

Success measures

Financial Performance	<ul style="list-style-type: none"> Assist Centre Manager with reconciling monthly financial supports and exposure course spending accurately
Operational Performance	<ul style="list-style-type: none"> Compile accurate information and data about service outcomes and deliverables for Centre Manager monthly. Enter all new clients into Compass accurately and within one business day of the client being accepted into service.
Program Outcomes	<ul style="list-style-type: none"> Maintain service outcomes and deliverables in Compass accurately and by the last business day of every month.

Key Responsibilities:

Client Service	<ul style="list-style-type: none"> Provide superior customer service to all clients when filling in for Intake Coordinator
Data Entry & Statistics	<ul style="list-style-type: none"> Assist Centre Manager with compiling data to create and distribute monthly reports to stakeholders and funders Create and maintain client files in the ministry's tracking system, Compass, from the start of service to file closure Create and maintain client files in WorkConnect's client tracking database, Caseflo, from the start of service to file closure

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	<ul style="list-style-type: none"> • Maintain master spreadsheet of all clients and deliverables and outcomes • Create internal administrative office forms as required • Generate ad-hoc reports for the Centre Manager or Regional Manager as needed
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Required Competencies:

<ul style="list-style-type: none"> • Detail Oriented • Organizing • Written Communications 	<ul style="list-style-type: none"> • Thoroughness • Time Management • Computer Skills
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Capabilities and experience

- Two (2) years’ administrative and customer service experience, preferably in the employment services industry
- Post-secondary education (university degree or college diploma) and/or combination of equivalent relevant education and experience
- Experience working with Persons with Disabilities and/or high barriered clients
- Excellent written and verbal communication skills
- Excellent administrative and organizational skills
- Ability to multitask, prioritize and work independently
- Solid computer skills (Word, Excel, Outlook, Teams) with the ability to learn new software quickly
- Solid understanding of confidentiality and other professional codes of conduct
- Must submit for a criminal record check

Preferred Criteria:

- One (1) year experience with Compass data entry



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WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.