**Nelson Community Services**

**JOB DESCRIPTION**

**JOB TITLE: RELIEF ADMINISTRATIVE ASSISTANT**

**Reports to:** Executive Director

**Classification:** Excluded

**Effective Date:** March 2009

**Updated:** June 3, 2021

**Job Summary:** The incumbent in this position provides a variety of reception, clerical, administrative, executive support, and office management duties as well as coordinates the Agency’s Main Office Fire Safety and Emergency procedures.

**Duties and Responsibilities**

1. Performs the Agency’s reception duties including answering the phone, responding to in-person inquiries, and ensuring Agency’s reception and common areas are welcoming and professional spaces.
2. Performs a range of clerical and administrative duties.
3. Supports program staff by overseeing client booking calendar, welcoming new clients, assisting with initial intake process, ensuring updated Agency forms.
4. Performs a wide range of office management duties including monthly worksite inspections, overseeing janitorial contractor, ensuring office equipment is in good working order, computer-troubleshooting functions, overseeing office security measures, maintaining Agency inventory, managing Agency storage needs and spaces, and recycling.
5. Purchases office supplies and materials, as required.
6. Maintains complete confidentiality of privileged Agency and client information.
7. Performs other related duties as required.

**Qualifications:**

**Experience:**

Office administration experience that includes reception and administrative functions.

**Key Skills and Abilities:**

1. Excellent interpersonal, oral, and written communication skills and ability to respond to others’ questions and inquires in a timely, professional manner.
2. Previous reception experience and knowledge of telephone switchboard and other office equipment.
3. Ability to work independently, organize and adapt to shifting priorities.
4. Demonstrated administrative and organizational skills with high degree of thoroughness, accuracy and confidentiality.
5. Skills in Microsoft Office (MS Word, Excel, Powerpoint, Outlook) and working knowledge of a variety of relevant software application programs.
6. Basic computer troubleshooting skills.
7. Skilled at building relationships across the organization.
8. Able to work effectively and efficiently under pressure and deal with challenging situations.

**Other Information:**

1. The position requires exposure to demanding telephone callers or in-person visitors.
2. Must have the ability to perform some lifting and moving of office supplies, furnishings, etc.