

## **JOB DESCRIPTION – APPENDIX “A”**

### **Program Assistant**

---

The Program Assistant(PA) is an invaluable resource towards MJMC’s staff and clients and will be responsible for the organization and successful operation of reception and information areas of the MJMC. The Program Assistant will also be the first point of contact for clients, the public, and other community stakeholders and will be responsible to direct them to the appropriate people and services within MJMC and sometime beyond. The PA will also have various administrative responsibilities that will assist various staff and departments within the building.

The Program Assistant directly reports to both the Settlement Services Manager as well as the Executive Director

### **Primary Duties & Responsibilities**

---

- Customer Service
  - Consistently delivers enthusiastic, client centred service
  - First point of contact for clients, service providers, and community in general
  - Maintains reception and information areas in organised and inviting manner
  - Answers the phone, emails, etc. and directs them to the appropriate sources when necessary
  - Ensures that clients are aware of the array of services at MJMC
  - Assesses client eligibility and need for services and resources
  - Assists clients in accessing relevant information and appropriate referrals
- Coordination of Services
  - Books and confirms client appointments
  - Coordinates with Language, Settlement and Community and Family Connections Managers/ Settlement, RAP, Employment, and Community Connections Staff/ Executive Director to manage client appointment bookings / registration
- Promotion
  - Creates/distributes promotional materials regarding MJMC services and special events
  - Informs clients /community of relevant information using social media, emails, etc.
  - Updates and maintains information on MJMC’s website
- Other Administrative Duties
  - Providing support to MJMC staff
    - Photocopying, printing, filing, general office duties
  - Photocopy and printing for simple client requests
  - Ordering and researching office supplies
  - Managing inventory and staff contacts lists
  - Managing archives
  - Managing substitute teacher and volunteer interpreter lists
  - Completing reference checks when needed
  - Track and log volunteer sign in sheets
  - Distribute incoming mail and take outgoing to mailbox daily
  - Accept and record incoming cash/cheques

- Annual Report
  - Collect stories, stats, and information that is to be contained in each year's annual report
  - Design and write annual report with ED each year
- IT and Reporting
  - Accept IT calls/emails from staff, troubleshoot with them and when necessary call/email IT support
  - Providing support to Settlement, RAP, SWIS, Community Connections, and LINC by completing monthly bulk-uploads in the iCare (reporting environment)
  - Maintain daytime and evening Language class waitlists and class entries and exits in iCare and make waitlist calls
- Other Duties
  - Anything as deemed appropriate by the Settlement Services Manager and/or the Executive Director

## **Qualifications**

---

- Post-secondary diploma/degree/certificate in office education/office administration or a combination of relevant education and experience will be considered
- Proven experience as an administrative assistant/personal assistant/program assistant
- Strong organization skills with the ability to multi-task
- Excellent verbal and non-verbal communication skills
- Proven written communication skills
- Excellent customer service skills
- Cultural Awareness and sensitivity
- Patience and ability to communicate with clients in various capacities
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Proficiency in MS Office, Facebook, Dropbox, Google calendar, email, etc.
- Experience with website CMS systems
- Excellent time management skills and the ability to prioritize work
- Stellar attention to detail, critical thinking, and problem-solving skills
- Ability to work as a team member as well as with minimal supervision
- Thrives in an open work environment with frequent interruptions
- Clear criminal record and vulnerable sector check
- Additional language skills are considered an asset

## **Work Conditions**

---

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM