

Appendix A - Job Description

Job Title: Receptionist/Administrative Assistant

Level One

Winnipeg MFRC Job Description

Job Title:	Receptionist/Administrative Assistant	Supervisor:	Program Manager
Language:	English Essential / French an asset	Position Type:	Part-Time 25 hours per week
Location:	102 Comet Street	Screening Required:	Criminal Record Check and Child Abuse Registry Check

Organizational Information:

Who We Are:

The Winnipeg Military Family Resource Centre (Winnipeg MFRC) is a non-profit organization with the responsibility of addressing the needs of military families. We provide programs and services that serve, involve, and advocate for our military community, its members, and families, and address the unique military lifestyle challenges, resulting in an enhanced quality of life. The Winnipeg Military Family Resource Centre envisions a community of strong, capable, resilient Canadian Armed Forces families. For more information on the Winnipeg Military Family Resource Centre please visit www.cafconnection.ca/Winnipeg

Job Summary:

Under the supervision of the Program Manager, this position is primarily responsible for providing efficient daily operations of the reception desk while providing administrative support to the Director of Operations. This position also provides data entry and administrative support to all MFRC team members and is an important part of the Program Team and program development.

Qualifications

- High School Diploma
- 2+ years of experience working in a similar role
- Proficiency in the use of Microsoft 365 and Office applications (Word, Excel, PowerPoint, Access)

Core Competencies

- Strong organizational skills
- Ability to balance multiple priorities while maintaining a high degree of accuracy and attention to detail
- Ability to work independently and within a team environment
- Effective verbal and written communication skills in English (French considered an asset)
- Strong relationship-building skills with a demonstrated ability to effectively interact and build rapport with a variety of professionals and clients

Knowledge

- Microsoft 365 (Excel, Word, Outlook, PowerPoint, and Access)
- Multiline phone system
- Data entry in a CRM system
- Customer service
- Accounts payable and receivable procedures

Experience

- Accounts receivable
- Multiline phone switchboard
- Customer service
- Data entry and spreadsheet preparation
- Time management
- Multitasking and prioritizing tasks

Responsibilities - Reception

- Answer phone calls and direct them to appropriate staff
- Greet clients/suppliers/partners in a courteous and professional manner
- Provide accurate information on programs and provide registration assistance
- Maintain tidiness in common areas
- Facilitate staff meetings and provide accurate meeting notes.
- Professional verbal and written communication with multiple partners and stakeholders

Administrative Duties

- Maintain inventory of supplies
- Maintain inventory of promotional and marketing supplies
- Prepare charitable receipts following Canada Revenue Agency's policies
- Provide administrative support to team members
- Filing, copying, scanning
- Research for program development
- Assist in the preparation of programming
- Reporting and maintenance of statistical information

Financial Duties

- Assisting in accounts receivable, ensuring accuracy of codes and information
- Preparing accurate bank statements and reports
- Processing petty cash according to established procedures
- Support the Director of Operations with any additional financial assistance

Special Requirements

- Extended workday and/or occasional evening or weekend will be required, flex time available
- Ability to provide a clear criminal record check, and vulnerable sector screening (current within six months)
- Valid Driver's License with access to a reliable vehicle for work-related travel and requisite driver's insurance (mileage is compensated in accordance with Winnipeg MFRC Policies)
- Travel within and outside of the City of Winnipeg

Efforts/Working Conditions

- May encounter high noise volume.
- Stairs.

Disclaimer

This description has been designed to indicate the key responsibilities of the job and the nature of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and tasks required of employees assigned to this job.