



POSITION DESCRIPTION

TITLE: FCSS Administrative Assistant

DEPARTMENT: Community Services Department

REPORTS TO: Director of Family & Community Support Services & Recreation

POSITION SUMMARY:

This is a full-time permanent position in the Family & Community Support Services/Recreation Section. The incumbent shall provide program and administrative support to the section in addition to providing front-line staff service, information and referrals to the public.

CORE FUNCTIONS:

1. **25%** - To provide information and referral services to the public for the Section.
2. **25%** - To update and maintain information resources used by the Section.
3. **20%** - To work with all Section staff to coordinate the production and distribution of advertising and information resources related to programs.
4. **20%** - To work with all Section staff in the planning and administration of Section programs and services.
5. **10%** - Office management including records management and financial systems.
6. Other duties as assigned by the Director.
7. Safety Awareness.

POSITION QUALIFICATIONS AND SKILLS:

1. High school diploma and related post secondary training.
2. Five years related experience.
3. Strong interpersonal skills, teamwork, ability to deal with confidential matters.
4. Extensive computer skills in Microsoft programs.
5. Strong oral and written communication skills.
6. Consistent high quality of work with attention to accuracy and detail.
7. Ability to work with little or no supervision.
8. Demonstrated ability to work within an assigned budget.

Salary Range Level: 1

 35 Hrs/week (if non-supv./mgnt.)
 X (indicate if supv./mgnt.)

Approval Date: _____
Date Updated: October 2005

Manager's Signature



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DETAILS OF CORE FUNCTIONS:

1. **To provide information and referral services to the public for the Section.**
 - Answer inquiries about current programs as well as other City, region or agency programs, courses or workshops.
 - Assist people in crisis (walk in or telephone), making appropriate referrals when needed, staying calm, and obtaining adequate information to direct people in crisis to the proper channels of support.
 - Have knowledge and ability to correctly refer clients to appropriate agencies, support groups, government and community services in the area. This may include providing information and referrals that may differ from the client's request, but are based on assessed need.
 - Act as a receptionist (including phone, in person and email inquiries).
 - Welcome and answer inquiries of other agencies using office space, and the Lions Log Cabin including AADAC, Corrections Office, Turning Points, Family Centre Counseling Service and NeighbourLink.
 - Maintain confidentiality with regards to ALL clients.
 - Have a good understanding of the appointment procedures of agencies using the office space and the Lions Log Cabin.
 - Coordinate the Family Centre Counseling Service including:
 - Respond to inquiries from The Family Centre
 - Maintain client logs and transfer client files to the counselor and The Family Centre
 - Respond to changes in client attendance and process client fees.
 - Process counseling fees for deposit and payment of fees to The Family Centre.
 - Act as a main contact representing the Section in the absence of the Director, Supervisors, and report as needed to the General Manager of Community Services.
 - Professionally represent this Section to the public.
2. **To update and maintain information resources used by the Section.**
 - Order brochures from various agencies as needed to replenish display racks in waiting area and Lions Log Cabin.
 - Update and distribute, on an annual basis: Counseling Referral Manual, School Community Resource Manual, Community Resource List, and other resources as needed.
3. **To work with all Section staff to coordinate the production and distribution of advertising and information resources related to programs.**
 - Coordinate the production and distribution of the Winter/Spring and fall Community Services Brochure and the Summer Program Brochure for the Department.
 - Coordinate all advertising needs of the Section in consultation with staff.



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- 4. To work with all Section staff in the planning and administration of Section programs and services.**
 - Have a good knowledge of current programs offered in order to effectively communicate and promote them to the public.
 - Create and maintain program information on CLASS.
 - Use CLASS to process registrations and monitor registrations and deadline dates as needed.
 - Work with the Director and/or program staff to develop advertising strategies and resources.
 - Develop advertising and poster mail-out schedules for each program season.
 - In consultation with the Director and/or program staff, develop, submit, distribute and compile newspaper ads, posters and flyers for programs, services and events.
 - Purchase and maintain program supplies.
 - Assist staff with program and room preparation when requested.
 - Prepare and mail out instructor contracts and supplies request forms.

- 5. Office management including records management and financial systems.**
 - Provide administrative support to the Director, Supervisors, Community Development Coordinators, Advisory Board(s), contract instructors, and volunteer coordinators as needed.
 - Responsible for the role of Department Records Coordinator for the Records Management Program in the Section.
 - Ability to access and use the City's financial system as required.
 - Prepare and monitor budget related office supplies, advertising, postage and courier, and duplicator supplies.
 - Order and monitor office supplies.
 - Sort and distribute incoming/outgoing mail on a daily basis.
 - Follow City procedures on timesheets.

- 6. Safety Awareness**
 - The employee shall act in a safe manner at all times and will report any unsafe condition, procedure, or act for the benefit of the City.
 - Continual adherence to the City Safety policy is mandatory.
 - It is the responsibility of the employee to keep current on W.H.M.I.S., and other related safety procedures.