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| Department: | Human Resources & Administration | |
| Responsible to: | Administration Manager | |
| Supervise: | N/A | |
| Classification: | C | |
| Status: | Permanent, Fulltime | |
| Working Conditions: | Sedentary, occasional light lifting up to 25 kgs | |
| Location: | Winnipeg; Office based | November 2024 |

Position Summary:

The administration assistant assumes primary responsibility for reception and front-desk management, daily office maintenance, is the initial contact for all in-coming communication, manages the organization's current year files, and provides administrative support to the administration and human resources team. This position also supports corporate group travel including staff and board delegations, learning tours, financial reviews, and other exposure trips.

This position is office-based.

This full-time position is based in Winnipeg, MB.

Primary Working Relationships:

The administration assistant is part of the administration team, and is supervised by and provides assistance to the administration manager. The assistant works closely with others in the administration and human resources teams and intersects with finance staff and other support staff in the organization. In supporting group travel planning, this position will work closely with and take direction from managers and staff in other departments.

Roles and Responsibilities:

(Key: A = act; A&I = act & inform; AAC = act after consultation)

- 1. Reception** – Provides a welcoming and professional reception to callers, guests and staff and ensures that requests are answered or directed appropriately **A**
 - 1.1. Opens and closes the office
 - 1.2. Responds to requests; directs incoming calls and visitors
 - 1.3. Manages the general email inbox, ensuring emails are responded to or forwarded promptly and accurately
 - 1.4. Maintains daily in/out record of office staff

1.5. Maintains general knowledge of developments and initiatives in all departments in order to better assist or direct callers and visitors

2. Office Administration – Takes initiative for daily office administration tasks **A**

- 2.1. Processes daily incoming mail and outgoing mail including donor receipts all resource mailings, incoming and outgoing courier requests, incoming faxes; Processes incoming emails to the CFGFB@foodgrainsbank.ca mailbox; Routes magazines; Processes incoming faxes
- 2.2. Tabulates daily donations in preparation for finance functions
- 2.3. Takes responsibility for maintaining a clean and hygienic staff kitchen and meeting rooms; Orders coffee and tea supplies and other kitchen stocks as needed; Conducts daily clean-up of kitchen, lounge area and meeting rooms; Manages waste and recycling processes
- 2.4. Manages office machine maintenance and service contracts/contacts for printers, copiers, fax, scanner, postage meter, and folding machine; Maintains proficiency in using and trouble-shooting office machines
- 2.5. Manages the supply room; Purchases office supplies for Winnipeg and remote offices as needed seeking cost effective and environmentally friendly solutions
- 2.6. Maintains and distributes logs and lists including CO2 use
- 2.7. Prepares administration and human resources purchase orders
- 2.8. Sets up and manages meeting rooms and conferencing equipment for meetings for all departments; manages room booking calendar
- 2.9. Processes organizational print and digital periodical subscriptions; Manages magazine physical and digital subscriptions; Ensures new staff are familiar with this service.
- 2.10. Provides back-up support to the administration officer as requested on electronic and hard copy information management.

3. Travel Support – Supports staff in planning and organizing group travel, and provides administrative oversight to corporate travel **AAC**

- 3.1. Maintains international travel calendar
- 3.2. Records international travel for health insurance and tracking purposes
- 3.3. Collects and files all travel itineraries in central filing system
- 3.4. Group travel support including ticketing, travel documentation, collating travel information, corresponding with travelers and travel agencies
- 3.5. Maintains relationships with travel service providers

4. Governance and Board Support – Provides assistance to the administration manager and the department director in governance **AAC**

- 4.1. Supports logistics planning for board and corporate events as requested
- 4.2. Takes responsibility for posting, copying, and distribution of Board meeting materials
- 4.3. Prepares board member expenses for reimbursement and tracks accordingly
- 4.4. Ensures timely submission of annual corporate returns
- 4.5. Maintains board meeting minutes for archiving purposes

5. Human Resources Support **A&I**

- 5.1. Assists in orienting new staff to office procedures and office equipment
- 5.2. Prepares onboarding documents as requested

- 5.3. Assists in planning logistics for staff events and celebrations, as requested
- 5.4. Maintains electronic staff contact listings
- 5.5. Assists with maintaining CFGB Portal (SharePoint)

6. Resources Support

A&I

- 6.1. Assists with processing and mailing resource requests, and printed material as requested
- 6.2. Acts as back up for taking telephone donations, packaging resource requests, and filling materials orders
- 6.3. Processes returned donor mail
- 6.4. Assists resource staff with taking and processing telephone donations as requested

7. Other Duties

- 7.1. Provides clerical support to the administration manager
- 7.2. Makes a positive contribution to the administration team and seeks out opportunities to provide support and assistance
- 7.3. Represents the administration department on the environment committee
- 7.4. Other duties as required and assigned

Qualifications:

Education/Experience:

Completion of education program in administrative support or related experience that has resulted in the development of a comprehensive set of administration skills.

Special Skills Required:

- Strong interpersonal communication skills
- Excellent organizational abilities and attention to detail
- Pleasant and professional reception persona
- Able to work independently
- Able to work well under pressure
- Above average computer skills with specific emphasis on Microsoft Word, Excel and Outlook in a cloud-based environment
- Familiarity with international travel requirements
- Must identify with and support our Christian mission and identity, and our core corporate values of compassion, equality, generosity, dignity, justice, peace, right to food, and right relationships
- A strong service orientation
- Fluency in written and oral English is essential

Assets:

- Some familiarity with the Canadian church sector, Canadian agriculture sector, or the international relief and development sector
- Previous experience coordinating group travel
- French language fluency