**Administrative Assistant – Job profile student**

**Purpose:**

To ensure the efficient day-to-day operation of the office and support the work of management and executive members of SSVP

Must have been registered as full-time students in the previous academic year and intend to return to school on a full-time basis in the next academic year Must be between the ages of 15 and 30. Must be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act; and legally entitled to work in Canada.

Job Rate $12.00 for 12 weeks 35 hours per week (Canada Summer Jobs)

**Primary Duties:**

Reception –

* Answer general phone inquiries in professional and courteous manner
* Direct calls for assistance to proper conference respecting the caller’s dignity and confidentiality
* Gather information from specific callers in order to appropriately direct calls
* Greet visitors, clients, members of SSVP in professional and friendly manner
* Answer general inquiries via email and telephone

Office Administration-

* Use computer word processing, spreadsheet and database software to prepare reports, memos, documents
* Sort mail, faxes and deliveries
* Forward incoming emails to proper member of staff
* Code and file material per established procedures
* Update and ensure accuracy of SSVP databases
* Accurately input data electronically and create reports as required
* Issue income tax receipts in a timely manner
* Maintain databases, ensuring up to date and accurate information
* Maintain cleanliness and tidiness of workspace as required
* Welcome volunteers with coffee and snacks
* Assist with accounts receivable
* Responsible for mass emails and mailings by post

**Qualifications:**

Education-

* Full time student this year and returning to full time studies in September
* Entering or enrolled in Post secondary education in business, accounting, administration, computers or office management an asset
* Canadian Citizen is a requirement of the student job program

Knowledge and skills required-

* Solid working knowledge of Microsoft Office programs including Word, Excel, Access, Outlook and Internet Explorer
* Proficiency in use of office equipment (computer, voice messaging, fax, photo copier)
* Excellent communication skills with people of diverse backgrounds, including the ability to tailor communication style as needed
* Strong command of the English language
* Answer multiple line switchboard while maintaining superb telephone etiquette
* Sort and prioritize information and tasks by level of importance
* Ability to problem solve, assess potential problems, gather relevant information, generating possible solutions and make recommendations to person responsible or resolve the problem where appropriate

Personal qualities:

* Behave ethically, ensuring behaviour is consistent with values and standards of SSVP
* Establish and maintain positive working relationships
* Demonstrate sensitivity and understanding to those who come to or call SSVP respecting privacy