COUNSELLING AND SUPPORT SERVICES of S.D. & G.
SERVICES DE COUNSELLING ET DE SOUTIEN de S.D. & G.

Counselling and Support Services of S.D. & G. is a non-profit community based agency offering a variety of community services.

The agency is currently looking for a candidate to fill a Full-Time, Administrative Support Personnel – Community Support Services position. Reporting to the Director of Community Support Services, the Administrative Support Personnel is responsible for providing administrative and clerical support services to the Community Support Services Team. This position is compensated at an hourly wage determined by the Collective Agreement.

RESPONSIBILITIES AS ADMINISTRATIVE SUPPORT PERSONNEL:

Administration and Provision of Direct Services

- Answers the telephone, screens calls for program referrals and forwards these to the appropriate department for processing.
- Greets clients and guests for walk-in appointments in a professional manner.
- Ensures that all client service forms and personnel forms are readily available.
- Maintains an up-to-date list of active and closed client files and provides the Director with an updated copy on a monthly basis.
- Prepares letters informing clients of their status when required, maintains an organized filing system
- Processes referrals and prepares files for Case Managers.
- Records Minutes of all Meetings
- Files all incoming and outgoing invoices, correspondence, memos, referral forms, newsletters with regards to the program and community services/agencies.
- Performs other administrative duties as required.

SKILLS AND QUALIFICATIONS:

- Strong interpersonal skills and attention to detail
- Ability to act with discretion, professionalism and to safeguard sensitive, private and confidential information and able to work within a Team and independently
- Minimum of a College Diploma in an Administration course or equivalent
- Minimum of three years experience in an office setting
- Solid knowledge of computer systems and experience working with various applications
- Knowledgeable of community services/agencies.
- Bilingualism in English and French (oral and written) is a requirement
- Holds a valid driver's license and access to a vehicle.

All interested parties are invited to submit their resume and cover letter to the attention of Natalie MacDonald, Human Resources Administrator, **nmacdonald@css-sdg.ca** no later than **4:00 PM** on **Thursday, September 19, 2019**.

We thank all applicants for their interest, however, only those under consideration will be contacted.

Equal Opportunity Employment