



Job Description

Job Title: Office Administrator	
Reports to: Executive Director	Type: Casual (Part-time)

Position Overview

The Office Administrator reports directly to the Executive Director and is responsible for the day-to-day function of the office. In addition, the successful candidate will oversee the electrical rebate programs.

The candidate will have a high comfort level working with a variety of individuals, some of whom are experiencing a crisis situation. The candidate will assist these clients in completing their application to varying electrical support programs and may also refer them to other services and programs. This work does include collaborating with other service providers.

The successful candidate will have a high comfort level in calling and emailing a variety of interest holders including community partners, volunteers, clients, and donors.

This position also requires the candidate to assist in the maintenance of the donor database and support the yearly Campaign.

Essential Job Functions

❖ General Office Duties

- Respond to telephone, in-person, and electronic inquiries, or forward these to the appropriate colleague
- Provide general information of the UWC SDG services and its member agencies to clients and the public
- Sort mail and deliveries
- Photocopy and collate documents for distribution, mailing and filing
- Sort and file documents according to established filing systems, locate and retrieve documents from files as requested
- Maintain and prepare reports
- Maintain inventory of office supplies, order supplies as required and arrange for servicing of office equipment
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues
- Assists with special projects including research or other tasks as assigned
- Prepare and mail all tax receipts as needed
- Performs other duties as assigned by Executive Director

❖ Low Income Assistance Program (Utility Programs)

- Meet with clients and process applications following the set guidelines of each program
- Interview/pre-screen/advise potential clients on next steps including referral to appropriate application agencies, timelines or, when necessary, refer to other relevant programs
- Request updated account information on new applications from utility contacts
- Follow up and supply utility partners with information as needed
- Maintain accurate and complete files on every application or referral
- Monitor disbursement of funds
- Work with the *Data, Finance, and Compliance Coordinator* to prepare and submit monthly and yearly financial and demographical statistics

We thank all who apply, however, only candidates selected for an interview will be contacted.



Working Conditions

- IN-PERSON office environment – extended lengths of time sitting at a desk using a computer and phone
- Some travel required to attend special events and functions
- Overtime, weekends and evenings on some occasions

Technology & Equipment

- Windows-based programs such as Word, PowerPoint, Excel, Outlook, Adobe
- Database management

Hours of Work

- Regular schedule of 15 hours per week, preferably done over a 3–5-day period.
Flexibility of hours is important to this position throughout the year.

Skills/Abilities

- Post-Secondary diploma in Office Administration or similar experience AND/OR Post-Secondary diploma in Social Work or similar experience
- Strong organization skills
- Strong interpersonal skills
- Strong communication skills, both oral and written
- Ability to work independently and as part of a team
- Ability to respect confidentiality
- Sound knowledge of MS Software Suite and Database software
- Ability to utilize internet and social media for news and information gathering
- Ability to work with diverse individuals and community resources
- Strong initiative & foresight to take on additional tasks
- Preference will be given to bilingual (English/French) communicators

Compensation

- As a certified Ontario Living-Wage employer we pay a competitive wage
- Vacation Pay (4%) will be paid in lieu of vacation days
- Flexible schedule

Please submit resume, including cover letter by email: juliette@unitedwaysdg.com

Deadline: **Wednesday September 11, 2024- 9:00am (EST)**

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

NOTE: The UWC SDG is committed to creating an accessible and inclusive work environment. Should you require accommodations during the hiring process, you are invited to inform us of the required accommodations so that we can best meet your needs.

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