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|  | Human Resources Policies and Procedures |

POSITION DESCRIPTION: ADMINISTRATIVE ASSISTANT OFFICER

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| SECTION ONE: POSITION TITLE, REPORTING AND STATUS |
| Position Title: Administrative Assistant Officer |
| Reports to: Executive Director, Community Development Liaison |
| Job Status: Part-time | Hours of Work: 15 - 37.5 hour/week | Location: City of London |
| Effective Date: 9 weeks from start date | Date Revised: |

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| SECTION TWO: POSITION SUMMARY |

The primary function of the Administrative Assistant will be to assist the Community Development Liaison in completing strategic projects identified by the organization. They will also work with MOWL administrative team to assist clients, volunteers and community partners.

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| SECTION THREE: DUTIES AND RESPONSIBILITIES |

The key duties of the Administrative Assistance will comprise the following:

**Administration**

Maintaining records and appropriate logging of activities for all clients, volunteers and partners.

Some reception and direct client service may be required

Organizing and appropriately storing MOWL records
Cataloguing and preparing appropriate documents for MOWL

Conducting client surveys to better improve MOWL programs and services

Research and sourcing appropriate materials as needed by staff

Creating of internal and external communications

Customer service for visitor to MOWL's office

**Other Duties**

As assigned.

The key responsibilities of the Administrative Assistant will comprise the following:

**Compliance with Legislation, Regulations, Contractual Obligations and Organizational Policies and Procedures**

(i) ensure compliance with applicable legislation and regulations pertaining to Meals on Wheels London;

(ii) ensure compliance with the organizational policies of the organization; and

(iii) inform the Community Development Liaison of any areas of non-compliance with legislation, regulations and/or organizational policy.

## Risk Management

(i) inform the Community Development Liaison of situations that could create potential risk and liabilities for Meals on Wheels London; and

(ii) implement a risk management plan of the organization, as required.

## Health and Safety

(i) take initiative, when required to identify and address any health and safety issues; and

(ii) advise the Community Development Liaison of any health and safety issues that require a broader organizational response.

## Communications

(i) maintain regular communications with clients, caregivers, staff, volunteers and community partners as required;

(ii) implement Crisis Communications Plan, as directed by the Community Development Liaison; and

(iii) attend staff meetings, as required.

## Community Relations

(i) act as an ambassador for Meals on Wheels to foster a positive reputation and protect the integrity of the organization.

## Representation of the Organization

(i) represent Meals on Wheels London in external meetings as assigned by the Community Development Liaison.

## Professional Development

(i) participate in a performance evaluation process conducted by the Community Development Liaison and follow up on any stated actions and/or goals; and

(ii) attend professional development opportunities recommended by the Community Development Liaison to enhance overall management knowledge and/or performance.

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| SECTION FOUR: AUTHORITY |

The Community Development Liaison delegates authority to the Administrative Assistant Officer to:

(i) provide leadership and manage their administrative responsibilities within the established organizational policies, procedures and outcomes;

(ii) manage assigned administrative duties in an effective and efficient manner; and

(iii) interpret and implement the policies and procedures of the organization.

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| SECTION FIVE: ACCOUNTABILITY |

The Administrative Assistant Officer is accountable to the Community Development Liaison to:

(i) exercise leadership to carry out their administrative duties;

(ii) ensure that any applicable legislation, regulations and organizational policies are not violated;

(iii) ensure that assigned administrative functions are delivered within the approved budget;

(iv) ensure a safe, healthy and productive work environment;

(v) maintain a harmonious working relationship with clients, staff, volunteers and visitors;

(vi) provide reliable and timely information to support the decision-making processes of the organization;

(vii) ensure that the organization is perceived by the community in a positive manner; and

(viii) minimize any risks and legal liabilities for the organization.

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| SECTION SIX: QUALIFICATIONS |

The **minimum** qualifications for the Administrative Assistant Officer position are as follows:

## Eligibility

This position is part of the Canada Summer Jobs program and as such the candidate must be eligible for this position as per their requirements;

* be between 15 and 30 years of age at the start of the employment;
* be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and,
* have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

## Education, Professional Designation and Certification Requirements

(i) Some post-secondary education

## Experience, Knowledge and Skill Requirements

1. some experience with marketing, communications, fundraising;
2. organizational and planning skills;
3. experience in working with a non-profit organization is an asset;
4. excellent written and verbal communication skills including a positive attitude, energetic and with a customer focus;
5. effective and well-developed interpersonal skills including communication;
6. High level of integrity, confidentially, and accountability
7. requisite computer literacy level to fulfill the responsibilities of the position including experience with Microsoft Office Applications (Excel, Word in particular) and experience with Canva and Reels;
8. problem solver with effective attention to detail and a high degree of accuracy;
9. confident and consistent decision-making skills;
10. resourcefulness and flexibility to meet the needs and demands of the position including initiative to take on other tasks;
11. ability to work independently and as a team member to achieve outcomes and meet deadlines; and
12. ability to focus on established priorities.

## Competencies and Judgment

Demonstrated competence and good judgment to:

(i) use professional judgment daily;

(ii) handle emergencies, crises and hostile behavior;

(iii) maintain control in difficult and frustrating situations;

(iv) accommodate competing demands; and

(v) maintain confidentiality.

## Effort (Physical/Mental)

(i) attention to detail is required for extended periods of time; and

(ii) ability to manage stress related to meeting deadlines.

## Diversity, Equity and Inclusion

1. Candidates who have experience working with a diverse range of people, and who can contribute to the climate of inclusivity at Meals on Wheels London are encouraged to identify their experiences and potential contributions in their application cover letter.
2. Meals on Wheels London invites applications from all qualified individuals. Meals on Wheels London is committed to employment equity and diversity in the workplace and welcomes application from women, members of racialized groups/visible minorities, Indigenous person, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process

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| SECTION SEVEN: MAJOR CONTACTS |

The Administrative Assistant Officer will maintain regular contact with the following:

1. Community Development Liaison
2. Executive Director and senior management team;

(iii) assigned staff, volunteers and placement students; and

(iv) visitors, guests and clients.

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| SECTION EIGHT: WORKING CONDITIONS |

The working conditions for the Administrative Assistant Officer are as follows:

(i) work is performed in office setting or working from home;

(ii) work hours are variable; and

(iii) work may involve driving assignments.

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| SECTION NINE: EMPLOYMENT CONDITIONS |

Specific employment conditions of the Administrative Assistant Officer include the following:

(i) valid Ontario Driver’s Licence, insurance and reliable transportation; and

(ii) satisfactory Police Reference Check for the Vulnerable Sector.