

Job Title: Administrative Assistant

Location: Ottawa, Ontario, Canada

Reports To: Manager, Office of the CEO, Administration and Board Liaison

Job Status: One (1) Full-Time Perm Position

Starting Rate of Pay: \$23.28/hour, 37.5 hours per week

We are currently receiving applications for one (1) Administrative Assistant (Bilingual) that will work in a full-time permanent capacity.

The Administrative Assistant is generally the first voice heard and the first face seen by people connecting with Rideauwood Addiction and Family Services (“Rideauwood”). It is imperative that the person in this position upholds the values of Rideauwood and treats all inquiries and visitors with the highest level of respect, professionalism, and warmth.

The Administrative Assistant is responsible for ensuring the smooth running of the office, in coordination with the Administration Team, by greeting and directing all visitors, and overseeing the reception of all phone calls and general email inquiries. This role requires a positive, thoughtful attitude, and an energetic and innovative approach to the work. In addition, the Administrative Assistant plays a key role in the administrative aspects of programs across Rideauwood by supporting these programs in various ways (e.g., database maintenance, report printing, etc.). This part of the role requires exceptional time-management, co-ordination, and computer skills.

RESPONSIBILITIES

This position will initially be based at 312 Parkdale Avenue. This position requires the incumbent to be fluently bilingual in French and English.

- Greets visitors and determines whether they should be given access to specific individuals, informing appropriate staff of their arrival;
- Responds to client needs in a timely, professional, helpful, and courteous manner;
- Ensures service is provided to clients during critical periods;
- Is aware of and follows appropriate protocols for seeking assistance when confronted with a client in a crisis;
- Consults other staff, including counsellors and managers, when client needs surpass competence levels;
- Demonstrates respect for all clients, groups, and communities;
- Creates a welcoming environment that reflects the diverse communities serviced;
- Answers phone calls and directs calls to appropriate parties, or, takes messages, while gauging and monitoring clients they interact with;
- Checks incoming and electronic messages, and distributes or responds in a timely manner;
- Assists in and/or coordinates the flow of information within the office;
- Opens, sorts, and distributes incoming correspondence, including physical mail, faxes, and emails;
- Handles outgoing mail and packages, including taking packages to the local post office;
- Provides administrative support, including data entry, with the electronic client record (EMHWare);
- Maintain and update the IT inventory;
- Provides support with new staff onboarding (technology use);
- Coordinates referrals to Rideauwood and other community agencies; and,
- Performs other duties, as required.

EDUCATION, TRAINING, AND EXPERIENCE

- Minimum of a two (2) year diploma post-secondary diploma in business administration or related and/or equivalent program;
- Minimum of one (1) year recent related experience providing administrative support services;
- Strong client service orientation;
- Familiarity and proficiency with computers, including but not limited to the Microsoft Office Suite of tools;
- Excellent organizational, interpersonal, and written communication skills and the ability to work effectively in a fast-paced environment;
- Experience in exercising independent judgment and initiative, setting priorities and managing time effectively;
- Willingness and ability to undertake training necessary in order to fulfill the changing requirements of job;
- Outstanding customer service skills and the ability to maintain strong relationships between staff, volunteers, clients, suppliers, and other organizational stakeholders;
- Ability to maintain a high level of confidentiality of sensitive information;
- Knowledge of and practice in professional and personal self-care principles;
- Ability and willingness to work evenings and flexible hours;
- Ability to obtain and maintain a satisfactory Criminal Record / Vulnerable Person Check;
- Ability to lift or move up to 10 lbs may be required; and,
- Bilingualism in English and French is required. Additional languages considered assets.

WAGE PROGRESSION

Year 2: Effective April 1, 2024									
Classification	Increase	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Administrative Assistant	4%	\$23.28	\$23.53	\$23.78	\$24.03	\$24.26	\$24.54	\$24.79	\$25.03

If you are interested in this position, please submit a current resume and letter of interest to HR at hr@rideauwood.org answering the following questions:

Based on your experience and practice, and given what you know about this position:

- (1) what motivated you to apply for this position, and
- (2) what makes you a suitable candidate for this position?

Deadline for Applications:

Internal applications: May 28, 2025 @ 5:00pm

External applications: open until filled.

*Rideauwood is an equal opportunity employer and supports equity, diversity & inclusion.
If any accommodations are needed for applicants during the selection process, please notify HR at hr@rideauwood.org.*