



Job Description

Agency Program:	Finance and Administration
Job Title:	Finance and Administrative Assistant
Job Classification:	Administrative Coordinator I
Supervisor:	Manager of Finance and Administration

Position Summary

The Finance and Administrative Assistant is responsible for providing client focused service in the reception area including answering a high volume of phone calls and supplying agency information to the general public and clients. This position is also responsible for general accounting functions, overseeing the resource room and assisting clients in the use of computer resources.

Administrative duties include providing administrative support to the Executive Director and Leadership Team as time permits, scheduling rooms for meetings and appointments; maintaining office / general supplies; schedule maintenance and maintaining databases.

Finance duties include general accounting functions with a focus on AR / AP as well as making bank deposits and entering data in the accounting and fundraising systems. Other finance duties include processing emergency cheques from housing purchase orders and acting as accounts payable backup to the Finance Assistant

Hours: 35 hours per week 8:45 a.m. to 4:45 p.m. 5 days per week

Salary: Within approved salary range.

Qualifications

- Accounting/Business Diploma or an equivalent combination of education and experience.
- Strong verbal and written communication skills including the ability to respond appropriately to clients in crisis.
- An understanding of issues related to poverty and social justice.
- Experience handling high volume of telephone inquiries, including managing a multi-line phone system with an ability to deal with clients in person and on the telephone in a courteous, non-judgmental manner.
- Experience with office equipment including computer, photocopier postage and fax machines.
- Ability to prioritize and meet deadlines and flexibility to manage multiple projects and tasks with attention to detail and accuracy.
- Experience in accounts receivable, accounts payable.
- Ability to maintain confidentiality essential.
- Current vulnerable sector criminal reference check required.

Skills

- Excellent administrative, communication, organizational and interpersonal skills
- Strong mathematical skills with excellent attention to detail.
- Accurate data input skills
- Ability to work as a team member.
- Excellent problem solving and decision making skills; good judgment.
- Pleasant telephone manner.
- The ability to stay calm under pressure and manage stressful situations.
- Discretion and tact.
- Solid computer skills including sound knowledge of navigating the internet.

Major Duties

- **Reception**
 - Attend to all in-coming telephone calls and direct calls to appropriate person, take messages as required and provide information to the public regarding CCRC and its services.
 - Greet all clients and guests and direct to appropriate resources.
 - Ensure messages are retrieved from voicemail system and directed properly to the appropriate individual.
 - Receive and distribute in-coming and out-going mail, couriers and faxes and prepare a monthly schedule of costs by program.
- **Finance**
 - Receive and record payments in the Microsoft Dynamics GP accounting system
 - Process credit card payment including donations and enter in accounting system
 - Update/enter donations in fundraising database
 - Make bi-monthly bank deposits
 - Process emergency cheques from housing purchase orders
 - Process and reconcile bi-monthly PUS housing purchase orders
 - Enter accounts receivable invoices in the accounting system
 - Reconcile the accounts receivable sub ledger
 - Enter bi-weekly payroll journal entries in Great Plains
 - Assist Manager in the bank reconciliation process
 - Assist with and provide accounts payable back-up to the Finance Assistant
- **Resource Room & Common Areas**
 - Oversee the resource room and common areas, reporting any concerns to Finance and Administration Manager or as instructed.
 - Assist clients with accessing computers and printing documents as required.
 - Assist with the stocking of information in the resource room, maintaining inventory levels in brochure racks as required.
- **Organizational Responsibilities**
 - Remain current and adhere to the CCRC Policies and Procedures.
 - Actively participate in regular staff meetings
 - Participate in the orientation process.
 - Interact with the general public via telephone reception duties employing tact and diplomacy at all times.
 - Promote positive relations with the community and CCRC.

- **Administration**

- General administration and clerical support including typing and inputting material on computer and photocopy and distribute material as assigned.
- Provide clerical support to the Executive Director and Leadership Team as time permits.
- Assist in scheduling repairs and maintenance of the building
- Assist in meeting preparation, including documentation and refreshments.
- Coordinate the purchasing of and maintaining inventory of office and general supplies, tracking costs per program; submit order to manager for approval.
- Ensure an adequate supply of forms used in administration.
- Maintain an orderly filing system.
- Ensure office equipment is maintained in good working order at all times.
- Provide training to relief staff and volunteers in receptionist duties.
- Maintain yearly schedule of meetings and book rooms accordingly.
- Responsible for all incoming and outgoing interoffice courier, distributing accordingly.
- Prepare a circulation folders for circulation to all staff.
- Liaise with Administrative Assistant as required

- **Other**

- Other related duties as assigned