



External Posting

Office Administrator – Level 1, EMCHC

Contract Position: 35 hours per week (maternity leave replacement)

Location: East Mississauga Community Health Centre

Salary Range: \$33,277.00 - \$39,893.00

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Under the direct supervision of the Director of EMCHC, Strategic Planning, and Special Projects, the Office Administrator provides administrative support for the Director, with special projects, and other departments as assigned. The Office Administrator is responsible for assisting in communications, office administration, clerical support, and supporting property and equipment maintenance and purchasing.

The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- The incumbent is responsible for providing administrative support to the Director of EMCHC, with special projects, and other departments as assigned.
- Responsibility for administrative role in communications (meeting schedules, preparation, reports, and senior clerical assistance, continuous quality improvement, and data quality).
- Provide administrative support for strategic planning, continuous improvement, and data quality initiatives as assigned.

- Support Manager of Health Promotion/Community relations with public communication (create monthly EMCHC program and services calendar and assist in updating and maintaining EMCHC web-site).
- Maintain room booking system, office space assignments, and respond to requests, as well as, resolve scheduling/space conflicts and makes adjustments as necessary based on changing needs and priorities.
- Update Shared Folders regularly to help organize files for accreditation, and create/update/maintain electronic, participant, service, and volunteer forms.
- Assist with the coordination of any special events or meetings as requested.
- Schedule and support property maintenance/repair as assigned, e.g., phone system, HVAC system, cleaners, security and alarm system, etc.
- Maintain the key system, assigning and collecting keys, and assigning security codes.
- Make calls for service when required for equipment which needs repair and follow-up to make sure work is completed.
- Provide training and support to staff as needed (i.e. telephones, copiers, fax machine, mailroom orientation, voice mail training, and security system, etc.)
- Troubleshoot equipment problems calling appropriate technicians for repairs as needed.
- Attend and participate in Committee Meetings as required or assigned (ex. Health & Safety).
- Order office supplies and maintain the business centres, reception areas, Community Room, and other common spaces. Working with administrative staff at LAMP.
- Develop and maintain strong business relationships with staff, suppliers and service providers.
- Obtain quotes as requested by Management and order/schedule installation and removal of approved furniture, phones, computer supplies and copy room equipment as assigned and follow established operational procedures.
- Will act as emergency back-up to Reception when the need arises.

Required Qualifications

- High school diploma or equivalency with three to five years clerical experience. Community College an asset.
- Knowledge of administrative clerical procedures and systems, managing files and records, designing forms, and other office procedures and terminology.
- Detail oriented with the ability to produce timely and accurate reports; and the ability to work well under pressure and meet challenging deadlines.
- Excellent ability to multi-task and prioritize tasks
- Computer software certificate with proficiency in database programs.
- Superior organizational and planning skills, with a focus on efficiency, accuracy and thoroughness.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Must be self-directed, flexible and able to make decisions to complete work with limited supervision.

- Must be able to maintain confidentiality and be professional at all times.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of East Mississauga Community Health Centre, the Peel Region community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Strong skills and ability to easily navigate the internet/intranet environment and support web page maintenance.
- Experience and accuracy using database applications (i.e. Electronic Health Records – Purkinje & Nightingale, funder and volunteer databases, etc.)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- The work schedule will be primarily business days with the occasional requirement to work evenings or a weekend.
- There can be stress due to multiple demands from different staff and competing deadlines.
- Must be able to work in a fast paced, multi-faceted environment and make quick decisions.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice.
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding, receiving/returning phone calls, sending/receiving information, etc.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Lifting and carrying up to 25 lbs./12 kg of medium sized objects and occasional moving of equipment is required (e.g., loading paper into a photocopier, moving a piece of equipment to investigate mechanical issues.)

- Demonstrates good and safe work habits and have a clean working environment.
- Ensures full compliance with LAMP's Health & Safety regulations and LAMP's policies and procedures.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address		recruiting@lampchc.org
Subject		Job Opening for Office Administrator –Level 1, EMCHC
Deadline		5:00 pm on Wednesday April, 19 2017

We thank all applicants for their interest. However, only those selected for interviews will be contacted.