



JOB DESCRIPTION

Position Title:	Administrative Assistant
Reports to:	Office Coordinator or designate
Hours of work:	37.5 hours a week Monday – Friday between the hours of 8:45 am to 4:45 pm
Location:	Victoria, BC
Term:	Permanent, full-time in office role
Salary:	\$45,000 to \$50,000 per year

Bridges has been providing life-changing through our healing, education, and employment programs since 1988. Our services are open to all women (transgender and cisgender), non-binary, and two-spirit people who identify as a part of the women's community and who have been impacted by violence or trauma at any time in their lives. We aim to support those coming to our programs reclaim their voices and personal autonomy, as they learn to achieve financial independence and security in rebuilding their lives.

We acknowledge with respect the traditional territories on which Bridges for Women is located are the lands of the Ləkʷəŋən peoples (Esquimalt and Songhees nations). We also offer programs and services in the territories of the WSÁNEĆ (Pauquachin, Tsartlip, Tsawout, and Tseycum nations), Malahat (Mill Bay), Pacheedaht (Port Renfrew), Scia'new (Beecher Bay), and T'Sou-ke (Sooke) peoples. We also deliver online programs in the traditional territories of the Kwakwaka'wakw, Nuuchahnulth and Coast Salish peoples.

Position Summary:

This organized, professional individual will provide essential in-office administrative support to the Bridges team. The Administrative Assistant will be an integral part of the organization and responsible for a blend of administrative duties and day-to-day operations of the administration office including client services, and essential database support.

This is a high paced detail focused position that provides assistance to the entire organization, which includes the Executive Director, Leadership, Counsellors, Facilitators and clients. This position will also interact with our IT and communications providers and our remote offices. Microsoft Office Suite training/experience is essential.

Responsibilities:**Administration:**

- Creates a welcoming environment by promptly greeting clients at reception or by phone and directing them to the appropriate person within the agency or appropriate community services when needed.
- Receives incoming calls and emails, providing appropriate responses or information.
- Acts as the first point of contact for prospective and returning clients, community partners, donors, contractors, volunteers and building management.
- Remains current on Bridges programs and services available to the community in order to answer general enquiries.
- Manages database entries including hard copy and electronic files on a Cloud platform.
- Processes support for clients and participants, including the distribution of gift cards, transportation vouchers and arranging for the provision of laptops to participants.
- Processes publication sales and re-orders, including payments and mail outs.
- Manages the inventory and ordering of office supplies, program materials and supports for clients.
- Manages the opening and closing of the office including maintaining a clean client and staff kitchen.
- Assists with meeting setups and coordination, including arranging venue and catering, sending out agendas, taking meeting minutes and setting up audiovisual equipment.
- Receives and processes in-kind and monetary donations, including preparation of year end charitable tax receipts
- Assists with financial processes, including credit card reconciliation, accounts payable and accounts receivable.
- Oversees the inventory, maintenance, and function of shared office equipment
- Manages the first aid kit and fulfills the role of First Aid Attendant in cases of fire or emergency evacuation.
- Other duties as required.

Other duties:

- Supports program and service delivery by preparing materials, assembling curriculum materials, editing documents, organizing promotional materials. social media posts, etc.
- Maintains social media presence and update of website information.
- Assists in the coordination of special events including copying and, processing tickets sales, fielding general inquiries and event setup and takedown.
- Supports staff schedules, including cancelling appointments in times of absence and ensuring adequate coverage in the office.
- Participates on internal committees as requested

Education and Experience:

- Post secondary education and/or training in office administration is preferred or an equivalent combination of education, training and experience may be considered
- A minimum of 1 year of recent related administrative experience in a multi-service, community based non-profit organization serving vulnerable populations.
- Experience working with a vulnerable population and/or a demonstrated ability to interact with individuals with compassion and a non-judgmental attitude.
- First Aid and CPR certification required (training will be provided, if not current).

Knowledge, Skills & Abilities:

- Excellent computer skills with proficiency in MS Office applications, including creating and editing documents, database, etc.
- Strong service orientation, excellent interpersonal and communication skills, both written and verbal.
- Understanding the importance of confidentiality and the privacy and protection of personal information and the sensitive nature of the Society's work.
- High level of organizational skills, attention to detail and problem-solving skills with the ability to navigate challenging or stressful situations with professionalism.
- Openness to feedback, collaborative problem solving and ongoing learning.
- Ability to work well within a trauma-informed, feminist agency.
- Possess healthy workplace boundaries.
- Willingness to take on various projects.
- A Drivers Abstract required and access to a reliable vehicle is preferred.

Additional Note: A vulnerable sector criminal record check is a requirement for this position.