



Administrative Office Coordinator

Reporting to the Executive Director, the Administrative Office Coordinator provides a wide range of administrative knowledge and practical expertise required for comprehensive leadership support. This role will provide continuity between the leadership team and staff, representing Transitions with the utmost integrity and professionalism. In this position, you will be ensuring efficient and effective execution of day to day activities within the organization. Serving as first point of contact for Transitions, acting as an information resource for a wide array of areas and triaging requests as required. The Administrative Office Coordinator requires a high degree of professionalism, attention to detail, discretion in handling confidential information, and strong organizational and time management skills.

This position is Full Time, Monday - Friday, 7.25 hours/day. Typically 8:30-4:30pm. Flexibility to adjust hours and work evenings is required.

Responsibilities:

- Provides a bridge for smooth communication between the leadership team and internal departments; demonstrates leadership to maintain credibility, trust and support with senior leadership, office and frontline staff.
- Prepare, edit, and send internal and external correspondence, reports and presentations on behalf of the Executive Director and leadership team upon request.
- Support with strategic committee and board meetings including scheduling, prepare agendas and meeting minutes, track actions and decisions, and follow up on takeaways.
- Establish trust and connection with various stakeholders, including community partners, donors, members, families, people we support and staff.
- Establish rapport with identified stakeholders in the community to build professional relationships on behalf of Transitions and to coordinate meeting schedules and communications.
- Apply an exceptional organizational skillset to ensure all levels of tasks – big and small – are completed effectively and efficiently.
- Provide end-to-end meeting support, including;
 - Booking space, accommodation, catering, A/V requirements, etc.
 - Preparing agendas, presentations and meeting packages for circulation

- Participating in meetings to capture minutes, decisions and actions and ensure follow-up
- Maintain knowledge and understanding of organizational policies and procedures.
- Assisting the Executive Director with project related work that may be comprehensive in nature and broad in scope including grant application and reporting, government related reporting and digital media projects
- Support full scope administration that may include meeting coordination, office management, projects, and general administration that keep the office running smoothly.
- Work closely with the leadership team to build and maintain process, systems and tools that maximize productivity and office efficiency for staff.
- Prepare and arrange documents and information for the leadership team for research and planning purposes, meetings, presentations, and reports.
- Primary liaison responsible for facilitating building maintenance and managing tenant relations.
- Supports the facilitation, trouble shooting and resolution of office equipment and technology needs, largely through third party delivery.
- Ensure document management, retention, disposition and distribution of documents adhere to all accreditation requirements and record management procedures.
- Provide reception services for all visitors on site by greeting various stakeholders in a professional and friendly manner and providing a welcoming experience.
- Answer general phone line using a professional and courteous manner.
- Sorts, distributes incoming mail and prepares all outgoing mail and parcels.

Qualifications:

- Minimum 10 years' progressive experience in administrative roles, ideally supporting leadership in a dynamic and fast-paced environment preferably in the human services sector.
- A diploma or undergraduate degree, preferably in Office Administration, Business Administration, Business Management, or another relevant field of study.
- Ability to flex work hours to support with board meetings (approximately one meeting a month)
- Strong oral and written communication skills.
- Experienced working with sensitive and confidential information and materials.
- Able to prioritize multiple issues and tasks with sound, professional judgement.
- Strong working knowledge of the Microsoft Office 365 Suite (Outlook, Word, PowerPoint, Excel and Teams).
- Proficient at being able to anticipate, understand, and respond to the needs of internal and external staff and stakeholders to meet or exceed their expectations.
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

- Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

Interested and qualified candidates are encouraged to apply by December 18, 2023 at noon.

Anticipated start date is early January 2024.

We thank all applicants for their interest; however, only those individuals selected for an interview will be contacted.