



Employment Opportunity Administrative Assistant

*Renfrew and Area Seniors Home Support Inc. is a non-profit charitable
Community Support Service agency partially funded by the
Ministry of Health through
Ontario Health-East*

*Our Community Support Service Agency is currently seeking a mature and experienced individual
to fill the position of a Full Time Administrative Assistant.*

*For further information on our Community Support Service Agency please visit
www.renfrehomesupport.ca or Facebook*

Responsibilities:

- Under the direction of the Executive Director, perform Reception and Administrative Duties for the Agency
- Provide Administrative Support to the Executive Director as required
- To provide a courteous front-line voice to our clientele, providers and community partners
- To provide accurate and timely information and service to all requests coming into the agency
- To oversee and or assist with various agency programming

Skills:

- Complete Financial Transactions using a Cash Register
- Demonstrates strong working skills in word processing, spreadsheet creation and usage, email and internet (Microsoft Office)
- Experience with Alya Care / CIMS (Community Management Information Systems) considered an asset
- Excellent written and verbal communication

Planning / Time Management: Organizes own work to complete daily, weekly and monthly tasks; establishes priorities and plans to manage workload and deadlines to allow for effective multitasking

Experience:

- A minimum of 3 Years of Administration in a small to medium size office
- Experience in dealing with the public

Attention to Detail: Performs tasks accurately and thoroughly; double-checks the accuracy of information; follows policies and procedures to ensure client safety and confidentiality are maintained

Client Service: Is dedicated to meeting the expectations and requirements of internal and external clients in a manner that provides satisfaction for the client and fosters client loyalty; asks questions to identify client's needs or expectations; takes time to question and understand the real, underlying needs of clients, beyond those initially expressed; monitors program delivery to make sure the client is receiving the service that they want and makes adjustments to improve when necessary; endeavors to respond to phone calls and emails within the same business day; updates voice messages and email notification when absent from the office

Teamwork: Works harmoniously with others to get a job done; able to work well with staff, co-workers, peers and managers; shares critical information; seeks opinions; values working relationships

Knowledge: Agency and community knowledge would be an asset.

Competencies: Perform work at a high level to achieve goals; demonstrates a high level of effort to complete work to agreed standards; works outside the limits of job when necessary to achieve results; seeks feedback to improve performance. Takes responsibilities seriously and ensures client expectations are met and exceeded. Accepts full responsibility for self and contribution as a team member; deals with problems quickly; displays a strong commitment to agency success

Hours of Employment:

- Monday to Friday – 8:30am to 4:30pm
- Must possess the willingness and ability to work at times outside normal working hours
- Remuneration: \$23.73 per hour / \$43,188.60 Annually with Health Benefit Package Offered

Competition Closes:

- Monday, June 9th, 2025, at 3:00pm
- All applicants will be required to provide upon request a clear Criminal Record Check
- Only those applicants selected for the short list will be contacted
- No phone enquires will be accepted

Process: Please forward your resume to
Renfrew and Area Seniors' Home Support Inc.
Attention: Dennis Harrington, Executive Director
214 Raglan Street South
Renfrew, ON K7V 1R1
Email: dennis@renfrehomesupport.ca