

Position Title: Sage Centre Administrative Assistant

Reports to: Senior Director, Operations

Status: 1.0 FTE, Permanent

Position Summary: The Sage Centre Administrative Assistant has the important role of being the welcoming first-point-of-contact for all visitors and callers to Hospice Calgary's Sage Centre. The position performs a variety of client-related functions and clerical and receptionist duties associated with the daily operation of the Sage Centre.

The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

Primary Duties and Responsibilities:

General

- Generate, maintain, and demonstrate a friendly, enthusiastic, and positive attitude
- Establish and maintain cooperative working relationships with managers and their teams
- Deal effectively with a diverse group of individuals
- Organize and prioritize multiple tasks
- Other duties as assigned

Client-Related

- Answer telephone, greet visitors, and receive routine inquiries in person and by phone, relaying calls, messages, and emails to the appropriate personnel.
- Check-in clients, track appointments, and send appointment reminders to clients via SMS, email, or phone as directed.
- Ensure all visitors sign-in and hand sanitize upon arrival. Offer visitors the use of the coffee station and if appropriate, an alternate place to wait (i.e. program or counselling rooms).
- Ensure new clients are provided with required forms and information packages.
- Process client invoices and payments.
- Assist *Living with Cancer Program* participants with entry into the building and escort them to the program room.
- Direct people to outside resources (e.g. AHS Grief Support Program, other hospices, Distress Centre) as needed and appropriate.
- Maintain client distribution lists as directed and send out program email, mail, and/or surveys. Receive incoming completed surveys.

Reception

- Maintain a clean and welcoming reception area.
- Coordinate office supply inventories (ordering, receiving).
- Ensure the kitchen and coffee areas are clean and stocked with appropriate coffee/tea supplies. Put dishes through the sterilizer as required.
- Coordinate facility maintenance under the guidance of the Senior Director, Operations.

- Coordinate IT support in conjunction with Senior Director, Operations and Operations Manager.

Clerical

- Manage incoming and outgoing mail, postage machine, and courier pick-ups and deliveries.
- Perform general administrative tasks (e.g. printing, laminating, photocopying, and filing, data entry, preparing mail-outs, preparing information folders, mail merges and label preparation).
- Prepare monthly agency calendar.
- Take RSVP's for agency events as directed.
- Prepare summaries of completed surveys as directed.
- Process telephone donations.

Other

- Act as the designated safety person for counsellor home visits during office hours.
- Assist with Hike for Hospice registration.
- Research as directed (e.g. community contacts, resources, events).

Qualifications

- Diploma/certificate in office administration
- Completion of secondary school or equivalent
- 2 years administrative experience and customer service experience required
- Strong IT skills with experience in basic troubleshooting; competent with Microsoft Office applications
- Strong communication and organization skills; attentive, warm, helpful, professional attitude
- English language (both verbal and written)
- Ability to speak, write, listen, and secure information in a busy setting
- Maintains confidentiality and discretion when communicating in an open setting
- Ability to work effectively with others in a team environment
- Self- motivated, friendly, energetic, detail oriented, flexible, proven organizational and time management skills
- Ability to maintain a high level of accuracy in preparing and entering information
- Values volunteers and understands their role in the organization's success

Working Conditions

We offer the opportunity to be part of a creative and positive work environment, a competitive salary, and the chance to be part of a team that guides children, teens and adults through the grieving process as they face a life threatening illness and death of someone in their life.

- Occasional walking, reaching with hands and arms, and frequently lifting and/or moving up to 20 pounds.

Hours:

- Monday: 9:00am – 5:00pm
- Tuesday: 9:00am – 5:00pm
- Wednesday: 9:00am – 5:00pm
- Thursday: 9:00am – 5:00pm
- Friday: 8:30am – 4:30pm