



Adoption Council of Ontario

Job Description: Administrative Coordinator, AdoptOntario Program

Position: Full-time

The Adoption Council of Ontario's AdoptOntario Program helps to make the critical connections between Ontario families and children in the care of Children's Aid Societies who are waiting for a "forever family". We provide a photo listing and databank, host adoption events, and offer clinical support for families and adoption professionals.

The primary objective is to keep track of, and organize information, contacts and events, so the other members of the team can focus on their core specialties.

Roles and Responsibilities:

Office Administration

- Receive and screen incoming calls and requests: respond to routine inquiries, determine priority, forward to staff for follow-up as appropriate, troubleshoot when needed.
- Perform administrative duties such as data entry, copying, collating, faxing, filing, document retrieval, mailings, information gathering, word processing, proofreading, scanning, translation, document conversion, ordering supplies, etc.
- Use MS Office products to:
 - Draft or amend formal correspondence, contracts, policy and procedure
 - Format presentations
 - Monitor projects
 - Prepare data for analysis
- Assist in the maintenance of the centralized filing system, shared drive and three web-based databases. Format and file material according to the established procedures.
- Operate office equipment, like computers, printers, mail or fax machines, photocopiers, scanners, telephone portal, smartboard, projector, Polycom, videoconferencing.
- Schedule presentations, meetings, boardrooms, and prepare equipment, materials, minutes and agendas as required. Make booking arrangements for staff, e.g. travel, hotel, set-up/logistics.
- Provide training, guidance and advice to others on IT, equipment and applications. Escalate IT issues to the IT Administrator(s).
- Proactively look for new ways to improve: current processes, work templates and efficiency. Maintain up-to-date training manuals.
- Proactively promote the organization's programs and services
- Show flexibility and availability to support team and organization especially during critical periods, e.g. fundraisers, volunteer days, ACO events
- Calendar management and tracking
- Complete special projects and other duties as required

Project and Event Coordination

- Work with the project/event organizers and communications staff to ensure that all details and deadlines are achieved
- Assist in preparation to ensure that the project/event is successful (child information packages, worker packages, family packages)
- Set-up and monitor project/event registration on web-based systems (e.g. preparing invites, registering participants, preparing attendance sheets, preparing routine updates and reports)
- Assist in the creation and distribution of all materials, signage, and marketing (including social media, email, website)
- Some evening and weekend work is required monthly to provide moderator and technical support, and troubleshoot events (can be in person or online)

Competencies:

- Has ***proven interpersonal skills*** - speaks, listens and writes in a clear, friendly and audience-appropriate way
- Has ***excellent attention to detail***
- Has an acuity and desire for learning new technology; comfortable being online and on webcam
- Has a ***positive can-do attitude and takes initiative***
 - Anticipates, understands, and responds to the needs of internal and external customers to meet or exceed their expectations and receives positive feedback from internal and external customers
 - Takes personal responsibility to follow up with customers or staff to ensure their requests have been addressed
 - Assessed problem situations to identify causes, gathers and processes relevant information, generates possible solutions, and makes recommendations and/or resolves the problem
- ***Highly organized; can prioritize; can meet deadlines***
- Establishes and maintains positive working relationships with others both internally and externally to achieve the goals of the organization

Reporting Relationship:

- Supervised by the AdoptOntario Manager

Qualifications:

- Post-Secondary education in Journalism or Communications; charitable/event planning fields (an asset)
- 1-3 years of related work experience
- Highly organized systematic thinker
- Strong computer skills (including MS Office, Adobe Suite, Web conferencing, CMS, HTML)
- Familiar with administrative procedures is an asset

- Bilingual in French is an asset

Working conditions:

- Primarily office work
- 40 hour work week, occasional evening and weekend work
- Minimal travel

Terms of contract: full time, 12-month contract with possibility of renewal, benefits

Salary: \$18-22/hour dependent upon experience

Application Deadline: December 4, 2020

We sincerely thank all candidates for their interest, however, only those selected for an interview will be notified. No phone calls please.

****During COVID-19 this will be a work from home position. However, the organization intends to reopen offices in Toronto in Spring/Summer 2021.**