

Adoption Council of Ontario

Job Title: Communications-Administrative Coordinator,

Position Description:

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 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 for AdoptOntario and ACO; respond to routine inquiries, determine priority, forward to staff for follow-up or arrange appointments as appropriate, troubleshoot when required
- Perform administrative duties such as data entry, copying, collating, faxing, filing, document retrieval, mailings, information gathering, word processing, proofreading, scanning, translation, document conversion, etc.
- Use MS Office and Adobe products to:
 - Draft or amend documents or creatives
 - Create or format presentations
 - Monitor projects and events
 - Collect and prepare data for analysis, e.g. create graphs, charts, infographics, etc.
- 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. Follow-up with staff and stakeholders to ensure accurate databases.
- Operate office equipment, like computers, printers, mail or fax machines, photocopiers, scanners, telephone portal, smartboard, projector, Polycom, videoconferencing
- Schedule meetings, boardrooms, and prepare meeting materials and agendas as required. Make booking arrangements for staff and events, e.g. hotel, food, travel, etc.
- Provide training, guidance and advice to other staff on administrative issues, applications and equipment
- Proactively look for new ways to improve: current processes, work templates and efficiency
- Prioritize special projects and tasks from management
- Be proactive, show flexibility and be available to support others especially during critical periods, e.g. back-up role for ACO and PACT Admins, and Communications Coordinator
- Calendars management and tracking
- Other duties as required

Coordination for events/webinars, communiques and recruitment

- Work with staff to ensure that communications plans are planned and all deadlines are met
- Assist in the preparation to ensure that an event and/or webinar is successful (e.g. Online Platform, Adobe Platform, booth, packages)

- Set-up and monitor event and/or webinar registration on web-based systems or in person (e.g. publish event, prepare and send invite, register participants, prepare attendance sheets and badges, send surveys or evaluations, and prepare debrief reports)
- Assist in the creation and distribution of all materials, signage, and marketing (print and online)
- Frequent evening and weekend work required. Host and support events and/or webinars. Social media coverage and engagement. Going above and beyond to make last minute updates, troubleshooting issues, and meeting deadlines.
- Design and publish Professional Newsletter and other communications as assigned, e.g. Kids Korner
- Prepare routine updates and reports

Competencies

- **Technology/Digital/Graphics.** Has an aptitude and desire for social media, marketing, and learning new technology. Can troubleshoot and be tech support.
- **Attention to detail.** Does not let important details slip through the cracks. Monitors all aspects of the AdoptOntario plan so that recruitment and events run smoothly from the perspective of both the participants and the trainers.
- **Communication.** Speaks, listens and writes in a clear, confident, respectful, thorough and timely manner using appropriate and effective communication tools and techniques. Keeps manager abreast of activities, seeks guidance from manager when necessary. Is open to feedback.
- **Team Player.** Enjoys working collaboratively on a team. Collegial, open, flexible and cooperative. Willing to work together as a team to meet ACO's goals and objectives.
- **Customer-focus.** 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.
- **Flexibility/Adaptability.** Flexible, versatile and tolerant in a changing work environment while maintaining effectiveness and efficiency. Adjusts quickly to changing priorities and conditions. Copes effectively with complexity and change. Can troubleshoot and problem-solve.
- **Proactivity/Enthusiasm/Persistence.** Passionate and excited over work. Can-do attitude. Takes initiative. Tenacious and goes the distance to get something done.

Qualifications:

- Post-Secondary education; communications or journalism field (an asset)
- 1-3 years of related work experience.
- Highly organized systematic thinker
- Strong computer skills (including MS Office, Adobe Suite, Internet CMS platforms, familiarity with databases)
- Familiar with administrative procedures is an asset
- Bilingual in French is an asset

Working conditions:

- Primarily office work
- 37.5 hour work week, occasional evening and weekend work

- Minimal travel

Terms of contract: full time, 6-month contract

Cover letters and resumes can be submitted by e-mail to mary.henry@adoptontario.ca. Please Reference “Administrative Coordinator, AdoptOntario Program” in the subject line.

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