



Administrator - Inclusio

Full-time

Accessible Housing opens doors to homes that are accessible and affordable for people with limited mobility. Through providing a continuum of housing and supports, we work to ensure that everyone has a home and belongs in community.

Program Description

Reporting to the Manager of Operations-Inclusio, the Administrator will be a vital member of the Inclusio team providing support and guidance. This position will be responsible for supporting the department managers, staff, residents and, the overall planning and organization of Inclusio with needs and duties related to the day-to-day operations. This role has diverse focus requiring multi-tasking with ease and providing exceptional assistance to the team.

This position utilizes strong interpersonal skills and relationship-building abilities, a high level of attention to detail and strong written and verbal communication skills. A high level of confidentiality, flexibility and adherence to professional standards and the ability to effectively prioritize workloads are required on a daily basis.

This position ensures that the program follows a client centered and strength based approach while promoting teamwork by creating a supportive, collaborative and open work environment with the Inclusio team as well as the broader organization. The individual will demonstrate knowledge of agency philosophy, work in an ethical manner, represent the agency while utilizing interpersonal skills to navigate and direct client supports, mediating conflict, and create trust and understanding.

Duties and Responsibilities

- Provides a range of administrative and organizational support to the Manager of Operations and the Inclusio management team, staff and residents
- Effectively receives and handles inquiries into Inclusio programs and services, as well as inquiries into the various affordable and accessible housing options in Calgary, referring as needed both internally and externally, and tracking all such inquiries
- Handle all inquiries from contractors, families, residents, service providers and visitors
- Perform administrative functions for the Inclusio office including (but not limited to) phone, email correspondence, couriers, copying, updating daily menu in dining room
- Trouble shoot and maintain Inclusio office equipment, contacting service technicians as required

- Responsible for appearance and functionality of the Inclusio office space including reception, boardroom, dining room, vestibule and supply and storage area
- Responsible for routine office management duties of Inclusio including but not limited to sourcing and purchasing equipment, supplies, and printing
- Assist in ensuring readiness for all Regulatory Audits, Accommodation Standards, Environment/Health Standards and Accreditation including overseeing and gathering all appropriate supporting documentation
- Coordinating and scheduling appointments and maintaining calendars for Inclusio staff, residents and volunteers
- Create, set-up and maintain documentation and planning for facility wide outbreak protocols
- Understand and maintain commitment to client, agency, and program confidentiality
- Coordinate, recruit, manage and schedule Inclusio volunteers including tracking hours, specializations, and tracking availability as needed for events
- Assists with maintaining electronic and paper filing systems for a variety of Inclusio documents, records, and contracts and also manages annual archiving activities
- Site survey coordination - assist in development, creation, and/or analysis of satisfaction survey's including but not limited to: Resident and Family Survey, Food Service Survey, Activities Survey, Maintenance Survey, Building Accessibility Survey
- Develop and produce Inclusio monthly newsletter – coordination of content from all Inclusio department supervisors and Main Office Communications team
- Format and maintain Inclusio activity calendar – as required/requested from management
- Event coordination/management – May include but not limited to, scheduling site tours, open houses, special events required by Accessible Housing at Inclusio as determined by Accessible Housing management and the Manager of Operations
- Other duties as assigned by the Manager of Operations
- Ensure preparation of reports, information packages, mail outs and other projects required by the organization; ensure all inventory control and standardized records and reports are completed for community
- Distribute invoices to appropriate departments.
- Code and process invoice verification and authorization as required.
- Maintain Meal ticket sales and petty cash
- Order office supplies and maintain administrative supplies inventory
- Disseminate internal and external communications and announcements as required by management
- Additional responsibilities as required and discussed with the Manager of Operations

Qualifications

- 2-3 years related work experience in administrative or social service role, including responding to client inquiries
- Post-secondary education in Business Administration or similar
- Experience working with clients who are vulnerable and marginalized individuals
- Proficient in all Microsoft Office suite applications

- Supports a positive work environment
- Exceptional customer service

Working Conditions

- This is primarily an office-based job, with limited travel. A driver's license is helpful but not required
- This is a full-time (40 hours per week) permanent position with the understanding that flexibility in their schedule may be required to meet needs
- Fast-paced and demanding work environment
- Capacity to successfully accomplish job requirements to the highest level of achievability

Physical Requirements

- This position may require some light-moderate lifting, up to 50lbs

Application Information

If you are looking for a rewarding career at a growing organization, please apply with your resume and cover letter and cite **Administrator - Inclusio**. Applications can be sent to resume@accessiblehousing.ca

Only those selected for an interview will be contacted.

Closing Date for Applications: October 9, 2018

Accessible Housing employees enjoy competitive compensation, extended health and dental benefits, a matching RRSP after one year of service, an accelerated schedule for earning additional vacation days, your birthday off, and a flexible work environment.