



ADMINISTRATION and EVENTS ASSISTANT

Full Time, Permanent

\$41,000 - \$50,000 per year

At Community Support Connections, we wake up each morning energized about the difference we make in the lives of our clients; people who could be your parents, grandparents, friends, or neighbours. Working with hundreds of amazing volunteers, donors, and community partners, we provide a wide range of community supports for older adults and people with different abilities to help them live at home with independence and dignity – something we all deserve. We are truly caring and client-centered, and are constantly innovating; looking for new and better ways to provide the best care and supports possible.

Passion and commitment permeate everything we do. Driven by our values, we treat our clients, volunteers, donors, and each other, with dignity and respect. We recognize that diversity is the foundation for understanding the needs of our stakeholders. We believe the best way to serve our clients and volunteers is to create an environment and culture that empowers our staff to be as productive and happy as possible.

That includes:

- Versatile work options including flexible hours or working from home
- Generous benefit days and group RRSPs
- Competitive health and dental benefits
- Access to our Employee Assistance Plan
- Onsite exercise facility and programs
- On-site hot lunch options from our own kitchen
- Free parking

If what we do resonates with your core values then we want to hear from you!

The Role: Working closely with the Leadership Team, the Administration and Events Assistant is responsible for managing the day-to-day aspects of the Community Support Connections office. Supporting the Executive Director, Major Gifts and Engagement Lead, and Board of Directors, this position is multi-faceted, fast paced, anticipates the needs of others, coordinates meetings, fundraising and recognition events, oversees day-to-day office management including IT support, and ongoing liaison with a variety of internal and external stakeholders. Some prescheduled evening and weekend work is required.

Who You Are: Our ideal candidate works independently with minimal support, is nimble, and handles confidential matters with professionalism and discretion. You are organized, able to multitask and prioritize in an environment where you are called upon frequently for support. You have an interest in organizing and taking a leadership role in special events. You are comfortable and confident managing internal IT responsibilities. You will stay on top of regular duties, seeing projects through to completion with minimal support, and contribute to meetings by identifying opportunities and suggesting solutions to address issues and projects. You are an internal and external communications champion, a strong advocate for organizational culture and values, and committed to working collaboratively with all staff and teams. You are passionate about making positive change in our community, love working as part of a responsive and ever-changing team, excited about supporting the older adult community and happy to go 'above and beyond'.

Responsibilities

Administrative Support

- Performs a variety of administrative functions to ensure the smooth functioning of the office, including document and information management.
- Coordinates all aspects of Board, committee, fundraising, and annual general meetings including drafting agendas, preparing packages, taking and distributing minutes, and maintenance of the Board SharePoint site.
- Coordinates all meetings involving the Leadership Team including drafting agendas and other preparatory materials, taking minutes, distributing materials in a timely manner, and downloading documents to SharePoint.
- Responds to assignments from the Senior Leadership Team with competency and urgency, while juggling priorities appropriately.
- Takes leadership in coordinating meetings, focus groups, and event logistics, and oversees all necessary arrangements including securing meeting rooms, venues, budgets, rentals, preparing agendas, arranging for internal and external food/beverages, audio-visual or other equipment, all related set-up, preparing and issuing meeting notices and hand-outs, etc.
- Coordinates daily, weekly, monthly, and working sessions for initiatives, projects, and administrative tasks.
- Prioritizes needs; identifies issues that could impact the successful execution of conflicting executive and organizational commitments.
- Assists with strategic plan implementation through coordination, support, and tracking outcomes.
- Anticipates and identifies issues, makes timely and accurate decisions and independently organizes, prioritizes, and completes multiple tasks while dealing with frequent interruptions and tight deadlines.
- Orders branded items for internal and external audiences.

Event Planning

- Acts as a primary resource and support to the Major Gifts and Engagement Lead.
- Coordinates event logistics including signature events, cultivation and recognition events, and staff events.
- Oversees invitations to donor events and lunches, coordinates with kitchen, and provides event set up and logistics.
- Produces correspondence and thank you letters for event sponsors, attendees, post-event surveys, etc.
- Ensures sponsorship recognition commitments are fulfilled.
- Supports the organization as a key customer relationship management (CRM) user, performing data entry of sponsors, donors, invoices, and liaising with the finance department.

Office Management

- Regularly oversees the day-to-day office management including facilities management
- Coordination of Information and Technology (IT) support including liaising with our IT provider
- Ordering of office supplies, etc.

Qualifications

Education & Experience

- College Diploma in Business Administration, Office Administration, Events Management or related field preferred.
- Experience supporting a senior leadership team, working with a Board of Directors and committees.
- Experience and excitement for leading special events.
- Experience coordinating IT responsibilities such as setting up new users and liaising with an IT provider for troubleshooting.

Technical Skills & Knowledge

- Familiarity with governance, policy, and operational processes as well as public sector structures and processes.
- Capacity to quickly and accurately prepare a variety of documents and correspondences utilizing advanced features of software such as MS Office, SharePoint, Adobe Suite, and WordPress/HTML.
- NetSuite, AlayaCare, and Mac literacy an asset.
- Ability to manage logistics including event calendar, venue, and meeting coordination.
- Strong organizational, project management, and problem-solving skills, complemented by multi-tasking abilities and attention to detail.
- Commitment to handling confidential material and information with discretion.
- Well-honed organization, communication and interpersonal skills.
- Knowledge of the non-profit/charitable sector, more specifically the older adult sector, is an asset.

Working Hours & Environment

- Willing and able to work occasional evenings and weekends for prescheduled committee, Board or other meetings
- Extensive computer and telephone use
- Opportunity to split work between home and main office, based on agency need

If this role sounds like the opportunity you have been looking for to challenge yourself and showcase your abilities – we would love to hear from you!

Please submit your resume and cover letter through [Indeed.com](https://www.indeed.com), clearly identifying the unique attributes you bring to the position, by July 29, 2021.

We are happy to accommodate the needs of qualified applicants in all parts of the recruitment and assessment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Applicants should make their needs known in advance.

No phone calls or emails. Only those candidates selected for an interview will be contacted.

Check out communitysupportconnections.org to learn more about our programs and services! You can also find us on Facebook, Twitter and LinkedIn!

IMPORTANT: Please note that some of the above functions and responsibilities have been reduced and/or are being performed in a different capacity during the pandemic. Regular business activities will resume when it is safe to do so.