



# CANMORE COMMUNITY HOUSING

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## Administrative Assistant-Part Time-Temporary

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### **General Accountabilities**

As a member of the Canmore Community Housing team, the Administrative Assistant is responsible for providing assistance to staff on daily tasks. Typical services include answering phones (when available) responding to inquiries, greeting clients when they arrive, data entry and assisting the Canmore Community Housing team with administrative support.

### **Specific Accountabilities**

#### *Customer Service*

- Establishes rapport and develops positive relationships with internal and external clients
- Responds in a professional and timely manner to inquiries, complaints or suggestions, providing effective follow-up as required
- Ensures accurate information is provided to clients, which may include deferring detailed inquiries to specific program staff members
- Provides administrative support to the Canmore Community Housing team as required

#### *Teamwork*

- Participates in team meetings for overall team success
- Consistently demonstrates positive, effective communication skills and interactions, and proactively shares pertinent information with the teams
- Works closely with the Interim Operations Manager to ensure the completion of duties

#### *Leadership*

- Demonstrates a willingness and commitment to learning for improved service delivery and organizational efficiency
- Behaves in alignment with Canmore Community Housing values and workplace policies; identifies when things are out of alignment and acts as an agent for positive change
- Promotes a positive, professional image of Canmore Community Housing
- Communicates and addresses issues and concerns as they arise, with the person most appropriate for a full and respectful resolution
- Respectfully offers and receives feedback from teammates

#### *Job Knowledge*

- Is generally knowledgeable about all Canmore Community Housing services and can direct customers to the appropriate department
  - Collects and prepares statistical reports on Market Rent Housing.
  - Manages the life cycle of Rent Applications.
  - Assists with answering questions and booking appointments for the Vital Homes Programs
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- Assisting customers in person when required
- Supports the Canmore Community Housing team with administrative duties as required
- Supports the Interim Operations Manager with administrative duties related as required

### **Safety**

- Awareness of job-related hazards and compliance with the controls and processes in place
- Ability to recognize hazards and address them in a reasonable manner
- Reports physical problems to the Facilities department for the provision of a safe work environment
- Works in a manner that is safe for everyone and reports hazards
- Understands and carries out the employee responsibilities as outlined in Canmore Community Housing Policies and Procedures Manual

### **Communication**

- Consistently demonstrates positive, effective communication skills and interactions and proactively shares pertinent information with the team and other areas
- Efficiently and professionally handles both in-person and telephone inquiries, often simultaneously
- Communicates pleasantly and tactfully with clients and co-workers

### **Education & Certifications**

- High School Diploma or equivalent - *Required*
- Additional post-secondary education - *Asset*
- Current Standard First Aid, CPR and AED Certification - *Asset*

### **Abilities and Experience**

- Related administrative experience – *required*
- Experience providing customer service and working with people through a variety of media – *required*
- Experience handling professional calls – *required*
- Proficiency with Microsoft office programs (particularly Excel and Word), with the ability to independently create and edit a variety of documents and spreadsheets – *required*
- Demonstrated ability to speak and write clearly - *required*
- Demonstrated ability to cope and manage in a multi-tasking environment during busy times – *required*
- Organizational habits to understand, realistically plan for and meet deadlines – *required*
- Demonstrated ability to analyze, investigate, consider and solve problems systematically - *required*

### **Interpersonal Qualities**

- Flexible demeanor to easily manage a variety of day-to-day tasks and a work environment where no two days are alike
  - Ability to work in a distracting environment with noise and a high volume of interruptions, while continuing to positively acknowledge clients as they arrive
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- Remembers details, faces and people
- Is reliable and action-oriented, keeps their word to meet deadlines and expectations
- Is pleasant and welcoming
- Has a calm demeanor under pressure, is a settling influence in challenging situations
- Is positive and respectful in communication about others, prefers not to gossip and/or gripe

