



## **JOB DESCRIPTION**

(March 2023)

**POSITION:** Office Assistant  
**ACCOUNTABLE TO:** National Director (ND), Diaconal Ministries Canada (DMC)  
**STATUS:** Part Time (up to 20 hours per week)  
**COMPENSATION:** Twenty-Two dollars per hour (\$22.00) *Reviewed annually*

### **PRIMARY RESPONSIBILITIES:**

- **Provide administrative support to Diaconal Ministries Canada National Director, other staff, the DMC board and its committees. Responsibilities include keeping the office running efficiently, answering phones, sending and receiving correspondence, maintaining mailing lists, providing logistical support for meetings, recording minutes, assisting UNPAPER, and the financial assistant with data input (Keela and Excel).**

### **PRIMARY DUTIES** include:

#### **1. Administrative**

- a) Provide administrative and technical support to DMC staff (including coaches)
- b) Answer and appropriately handle inbound calls/correspondence and respond to requests for resources as necessary
- c) Monitor and maintain filing systems (electronic – G-suite – and hard copy)
- d) Perform general clerical duties including photocopying, database maintenance and facilitate various mailings
- e) Request and supervise volunteer office support
- f) Maintain and regularly update various DMC Google sites
- g) Numerous miscellaneous tasks related to keeping the office running efficiently (e.g. purchasing office supplies, ordering books)
- h) Other duties as may be periodically assigned by the ND

#### **2. Database Management**

- a) In Cooperation with the Fundraising Coordinator, oversee all aspects of Keela (our Customer Relations Management (CRM) platform)
- b) Input all administrative related data (according to accounts and contacts)
- c) Design and prepare reports for year-end and general management requests

#### **3. Meeting Assistance:**

- a) Prepare and organize all details for the DMC Annual General Meeting, Board of Directors meetings, Executive Committee meetings, Finance Committee meetings, NewGround Committee meetings, Staff meetings, and the annual Ministry Networking Day. As well as other meetings as needed. These may be in person or on Zoom. (This work may include booking flights, hotel rooms, caterers, etc.)

- b) Record, compile, and distribute minutes and action items of all meetings
- c) Ensure that all DMC Google sites are kept up to date with meeting materials
- d) In cooperation with the Financial Assistant, ensure that all corporate minutes are signed and filed.
- e) Update Board Director/Officer changes with Service Ontario.

**4. NewGround Program Assistance:**

- a) Provide Administrative support in coordination with the NewGround Coordinator for all aspects of the NewGround program including attending meetings, recording minutes, and the finalization of NG Partnership Agreements.
- b) Coordinate the development and mailing of the annual NewGround campaign

**5. Financial Assistance**

- a) Assist the ND, UNPAPER (bookkeeping and accounting service) and the Financial Assistant as needed (e.g. invoice mailing, deposit preparation and receipt tracking)
- b) In cooperation with the Financial Assistant, set and enforce protocols, standards, controls and methods of data entries for the Keela CRM system
- c) In coordination with the Financial Assistant, process incoming and outgoing cheques; print and file Accounts Payable records; scan and record financial documents, input information into Excel as required
- d) In cooperation with the Communications Coordinator and the Fundraising Coordinator coordinate the sending and tracking of Donor Acknowledgements

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required (some may be learned on the job):

- a) Committed to Jesus Christ and able to recognize that this position contributes to the work of building God's Kingdom
- b) Proven ability to effectively organize and manage multiple responsibilities. Detail oriented
- c) Highly developed computer skills. Proficient in all aspects of Keela, G-Suite, MS-Office, Canada Helps, Excel, and Zoom
- d) Experience with QuickBooks would be beneficial
- e) Ability to interact and perform in a fast-paced, team-oriented environment; able to function well with limited supervision
- f) Strong written and verbal communication skills
- g) Flexible schedule
- h) Understanding of, and passion for, diaconal work in the Christian Reformed Church

**EDUCATIONAL REQUIREMENTS (or equivalent experience):**

- a) High School Diploma
- b) Training in the use of Keela (CRM), G-Suite, MS-Office and Excel would be an asset
- c) Office Assistance Certification or 2-3 years' related work experience

**WORKING LOCATION:**

Hours and workdays may vary.

Works from the office of Diaconal Ministries Canada located in the Burlington, Ontario office of the CRCNA (*some flexibility can be negotiated*). Required to work some evenings and Saturdays related to committee and board meetings.

*This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of the work to be performed by the successful candidate. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position*