



JOB DESCRIPTION

(March 2024)

POSITION: Office Assistant
ACCOUNTABLE TO: National Director (ND), Diaconal Ministries Canada (DMC)
STATUS: Part Time (18 hours per week)
COMPENSATION: \$22.00 - \$24.00 per hour *Reviewed annually*

PRIMARY RESPONSIBILITIES:

- **Provide administrative support to the DMC 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, and oversight of Keela.**

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) Maintain and regularly update various DMC G-suite sites
- f) Numerous miscellaneous tasks related to keeping the office running efficiently (e.g. purchasing office supplies, ordering books)
- g) Other duties as may be periodically assigned by the ND

2. Database Management

- a) In cooperation with other DMC staff, 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) In cooperation with other DMC staff, prepare and organize the DMC Annual General Meeting, Board of Directors meetings, Executive Committee meetings, Finance Committee meetings, various NewGround meetings, and Staff meetings. Meetings may be in person or on Zoom. (This work includes, but is not limited to, booking flights, hotel rooms, caterers, etc.)
- b) Record, compile, and distribute minutes and action items of all meetings
- c) Ensure that all DMC G-suite 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. Financial Assistance

- a) 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
- b) 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 the use of CRM software (preferably Keela), G-Suite, MS-Office, Canada Helps, Excel, and Zoom is preferred
- 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, and Excel would be an asset
- c) Office Assistance Certification or 2-3 years' related work experience preferred

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