

## **JOB TITLE: Administrative Assistant, Reception**

### **WHO WE ARE:**

The Roman Catholic Archdiocese of Ottawa–Cornwall is an archdiocese that includes part of the Province of Ontario and the suffragan dioceses of Hearst, Pembroke and Timmins. On 6 May 2020, Pope Francis amalgamated the Archdiocese of Ottawa and the Diocese of Alexandria–Cornwall to create the Archdiocese of Ottawa–Cornwall. The Archdiocese of Ottawa-Cornwall is a religious, non-for-profit organization that serves 525,387 Catholics in 127 parishes.

### **SUMMARY:**

Under the direct supervision of the Manager, Human Resources, the role of the Administrative Assistant is to greet visitors to the Diocesan Centre and answer telephone calls to the Archdiocese of Ottawa. As the first point of contact, it is important to offer the hospitality of the Church at all times and without exception. In carrying out these duties, this person will be expected to deal compassionately with people from every level of the church and the general public, frequently dealing with sensitive issues.

### **RESPONSABILITIES AND TASKS:**

#### **Reception and calls**

- Answer calls for the Archdiocese in a courteous and professional manner, using a **Avaya** telephone system with 3 lines and a voice mail system; provide responses to questions that are general in nature; transfer calls to the appropriate person or service
- Greet guests who have an appointment, request their names and invite them to the waiting area while announcing their arrival to the appropriate staff member or service;
- Greet visitors who do not have an appointment and determine the reason for their visit so they can be referred to the appropriate staff member or service;

#### **Mail**

- Sort and distribute mail to Diocesan Centre staff;
- Prepare all outgoing mail using MSF1 mailing machine;
- Handle outgoing mail / packages / parcels to be sent by courier – complete requests on-line and ensure proper information appears on packages;
- Receive parcels and inform the appropriate staff member or tenant of the arrival of the parcel;
- Sort and distribute incoming faxes (on-line) and emails and forward them to the appropriate staff member or service for follow-up;

#### **Procurement**

- Maintain and order office supplies; prepare monthly report to accounting of the supplies used by each sector; ensure there is a full stock of regularly used items and stationery; prepare inventory of stock at the end of each year;
- Maintain and order stock of paper and envelopes; prepare monthly report to accounting of amount used by each sector;
- Prepare a monthly report of each department's orders for the accounting office, prepare the reserve inventory at the end of each year

### **Administrative Support**

- Support the Executive Assistant to the Archbishop, pastoral areas and the Human Resources office in posting messages and information to the diocesan website, Twitter and YouTube.
- Support the Human Resources Manager in the posting of positions
- General filing
- Perform any other related tasks as requested by the Human Resources Manager

### **QUALIFICATIONS AND SKILLS:**

- High School diploma
- College diploma in office administration or office technology would be an asset
- At least two years of experience in a similar position
- Superior telephone manners and strong interpersonal skills
- Diplomacy and tact
- Ability to work with the public
- Capable of working under pressure
- Excellent communication skills (verbal and written) in both official languages (English and French)
- Ability to work in a team environment, communicate with all levels of the organization and adapt quickly to change
- Excellent analytical skills and ability to make sound decisions quickly using experience and judgment.
- Ability to manage multiple files at once and meet deadlines, while delivering quality results.
- Recognized for his/her rigor, integrity, confidentiality and autonomy.
- Excellent knowledge of the MS Office suite, Google Calendar, as well as Twitter, YouTube and website posting - knowledge of Adobe Acrobat Professional would be an asset
- Knowledge of the Roman Catholic Church would be an asset.
- Recent criminal record check through the Archdiocese.

### **WORK CONDITIONS AND LOCATION**

- 37.5 hours per week
- Monday to Friday
- Extended periods of sitting;
- Work in an office environment with individual workstations;

### **WHAT WE OFFER**

- Full time position, permanent;
- Overtime is paid upon prior approval;
- Casual work environment;
- Benefits after probation period;
- Pension plan after 6 months;
- Free parking;
- Two-week closure for Christmas celebrations.

### **HOW TO APPLY**

Send a cover letter and resume indicating your name and the position title in the subject line of your email to [recruitment@archottawa.ca](mailto:recruitment@archottawa.ca). Only candidates selected for an interview will be contacted.

**NOTE**

Under section 24(1)(a) of the Ontario Human Rights Code, the Archdiocese of Ottawa-Cornwall has the right to give preference in employment to Roman Catholic applicants.

**APPLICATION DEADLINE**

November 30th 2021