



JOB DESCRIPTION

JOB TITLE	Program Assistant
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Director, Housing Programs
EFFECTIVE DATE	July 2025
SALARY	Band 5

JOB SUMMARY

Under the supervision of the Director, Housing Programs, provide administrative support to Housing Services department by performing a wide range of administrative support functions, and assist to coordinate day-to-day functions and related projects. This position will assist in providing superior customer service to all employees and community stakeholders by responding professionally and promptly to all questions, inquiries, and requests in a timely manner with due regard to confidentiality.

This position provides contract administration, data collection and reports to Housing Service Management.

JOB DUTIES AND RESPONSIBILITIES

- Coordinate the day-to-day operational and administrative activities of the various program areas by organizing the incoming flow of work and requests in order of priority;
- Collect and input program service information and financial data reports for submission to government agencies or other external partners,
- Gathering information and acts as liaison with stakeholders, community partners, service providers or other government agencies to assist the managers in preparing reports and proposals utilizing various computer programs including but not limited to Microsoft Office;
- Demonstrate experience communicating and coordinating with numerous stakeholders, community partners and service providers;
- Collects data from various programs and provides reports as directed by manager for service budgets, contracts, legal agreements and reports, and liaise with the Contract and Purchasing Specialist as required;
- Supports management and the Contract Specialist in the coordination and administration of contracts in reference to due dates, amendments and monitoring of required reports for such contracts related by program area;
- Create templates and flow charts for program service, receive financial information from service providers to ensure compliance with contracts while liaising with the department;

- Organize information, maintain databases, and monitor data as required for various programs by program area;
- Assists with management of information, decision making processes and action items, follow-up for meetings and planning initiatives;
- Processes expenses, disbursements and purchase requests;
- Completes program specific downloads and data entry as required, according to established procedure;
- Provides general administrative support by preparing general correspondence, memorandums, and a range of program reports as requested;
- Performs general office duties including filing, photocopying, scanning and faxing documents;
- Providing follow up in a timely manner and prioritizing/sequencing multiple tasks;
- Prepares for meetings including booking meeting rooms, preparing agendas, minute taking, ordering catering and setting up meeting facilities and equipment;
- Assists with research and program support work as needed;
- Send invites and provide follow up contact with meeting attendees on behalf of management staff as required;
- Receives calls and provides appropriate responses and information based on departmental procedures;;
- Coordinate special events;
- Other duties as assigned including providing back up relief to other administrative support positions in the organization as required;
- **As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

QUALIFICATIONS

- Post-Secondary Diploma in Office Administration/Legal Assistant or an acceptable combination of education and experience;
- Two (2) years previous related experience. Knowledge of Housing Services is considered an asset;
- Excellent knowledge of general office procedures and time management skills;
- Comprehensive knowledge of the principles and practices of effective communications, as well as familiarity with new communications technologies and application to public sector organizations;
- Proven experience in delivering high quality customer service – client centred, service-oriented, and a team player;
- Knowledge and experience associated with handling and modifying contracts and/or contract administration; Excellent oral, written and editing skills, with the ability to adapt communications to different audiences and mediums;;
- Good interpersonal and customer service skills;
- Computer proficiency in the use of MSWord, Excel, PowerPoint, SharePoint and Outlook for email and scheduling;
- Experience setting up meeting and public presentation facilities and equipment;
- A valid Ontario driver's license and a vehicle available for use on the job;
- Demonstrated respect of the confidentiality of privileged and sensitive or personal information.