

JOB DESCRIPTION

JOB TITLE	Children's Services Program Assistant
DEPARTMENT / PROGRAM AREA	Children's Services
REPORTING TO	Supervisor, Children's Services
EFFECTIVE DATE	August 2025
SALARY	BAND 5

JOB SUMMARY

Under the direction of the Supervisor, Children's Services, the Children's Services Program Assistant provides front-line administrative and operational assistance to the department. Key responsibilities include managing confidential correspondence, processing payments, maintaining DNSSAB's Learning Management System access, and supporting reporting and administrative activities.

The role requires advanced proficiency in software such as Excel, Word, and PDF editors to prepare documents, processes, and guidelines. As assigned, the CS Program Assistant will follow up with early years and child care service providers regarding reporting, audits, and system access.

JOB DUTIES AND RESPONSIBILITIES

- Serve as the first point of contact for visitors, greeting and directing individuals, addressing queries in-person, by telephone or email, transferring calls, and managing email inboxes and messages.
- Coordinate scheduling and booking of meetings, consultations, conferences, and training sessions. Responsibilities include minute taking, ordering catering, arranging facilities, equipment, and managing registrations.
- Process regular and quarterly payables in accordance with service agreements, contracts, and invoices as required.
- Assist with reviewing funding applications and supporting documents to ensure accuracy and completeness, and follow up with providers as needed.
- Review and organise SharePoint libraries, including updating tags, maintaining document information, and managing electronic files according to established protocols.
- Organise and update tracking lists, tasks, and templates for the department.
- Handle assorted administrative tasks such as creating electronic forms, contracts, legal agreements, amendments, training materials, processes, follow-ups with service providers, and other departmental correspondence and applications.

- Prepare general and confidential correspondence and memorandums, and facilitate signature collection through DocuSign as required.
- Support the management of the Learning Management System (LMS), including granting and retracting access, following up as necessary, and assisting with the creation and posting of content.
- Review and save EarlyON calendars and update website monthly.
- Assist with the implementation of department strategies and plans, such as communication and marketing initiatives.
- Conduct research on best practices to aid in developing materials and guidelines for process improvement within the department and with external partners.
- Perform related duties, as assigned by department leadership.
- Provides employees and citizens accessing DNSSAB services, and external stakeholder's high levels of exceptional customer service that is consistent with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessible Customer Service Standard (Regulation 429/07).
- Ensures all requirements pertaining to French Language Services Act are met.
- **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

- Completion of a two-year college diploma in Office Administration.
- Minimum two years of related experience; familiarity with Children's Services programs is an asset.
- Strong written and verbal communication skills to collaborate effectively with team members, external partners, and service providers.
- Exceptional organizational skills and attention to detail.
- Demonstrated ability to learn independently and adapt quickly.
- Proven capacity to manage multiple tasks in a fast-paced, deadline-driven environment.
- Sound judgment and ability to make decisions independently or collaboratively.
- Discretion in handling confidential and sensitive information.
- Conflict resolution skills and ability to respond appropriately in high-stress situations.
- Advanced proficiency in MS Office (Word, Excel, PowerPoint, SharePoint, Lists) and PDF editing tools.
- Working knowledge of social media and website platforms.
- Consistent attendance in accordance with organizational policy.
- Flexibility to work overtime as needed.
- Bilingualism is considered an asset.
- Valid Ontario Driver's License and access to a reliable vehicle.