



JOB DESCRIPTION

JOB TITLE	Program Assistant
DEPARTMENT / PROGRAM AREA	Corporate Services
REPORTING TO	Project Manager
EFFECTIVE DATE	October 2022
SALARY	Band 5

JOB SUMMARY

Under the supervision of the Project Manager, the Program Assistant provides administrative support to Corporate Services by performing a wide range of administrative support functions including contract administration, data collection and reports for the Project Manager. This position assists in coordinating day-to-day program functions and related projects, and providing superior customer service to all employees and other stakeholders by responding professionally and promptly to all questions, inquiries and requests in a timely manner with due regard to confidentiality.

This position also supports the Corporate Services department by monitoring and controlling the ordering and disbursement of office supplies as well as being the liaison for office supplies, equipment, and technology. This position is the first point of contact for Corporate Services general phone calls.

JOB DUTIES AND RESPONSIBILITIES

Meetings and Special Projects:

- Prepares for meetings including booking meeting rooms, preparing agendas, minute taking, ordering catering and setting up meeting facilities and equipment;
- Sends invites and provides follow up contact with meeting attendees on behalf of management staff as required;
- Coordinates special events.

Direct Program Support:

- Coordinates the day-to-day operational and administrative activities of the program areas by organizing the incoming flow of work and requests in order of priority;
- Inputs program service information and financial data reports for submission to government agencies or other external partners as required, and liaise with the Accounting Clerk as required;

- Collects data from various programs and provides reports as directed by manager for service contracts, legal agreements and quarterly reports, and liaise with the Contract and Purchasing Specialist as required;
- Supports senior management and the Contract and Purchasing 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;
- Gathers information and acts as liaison with vendors, service providers or other government agencies to assist management in preparing reports and proposals utilizing various computer programs including but not limited to Microsoft Office.
- Organizes information, maintains databases, and monitors 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;
- Completes program specific downloads and data entry on a daily basis according to established procedures;
- Places, tracks and expedites program supplies as ordered by service providers upon approval of the program Director/Manager/Supervisor;
- Monitors and controls the ordering and disbursement of office supplies which includes receiving requests, evaluating orders, placing orders and delivering supplies;
- Maintains physical inventory and security of office supplies, equipment, and technology (e.g. photocopiers, MSDS sheets, furniture, keys, tablets, laptops, computers etc.)
- Provides programming, maintenance and troubleshooting assistance for photocopiers as required;
- Processes expenses and purchase requests;
- Liaise with the Contract and Purchasing Specialist with regard to asset purchases and disposals in accordance with relevant policies.

General Administrative Support, Meetings and Special Projects:

- Provides general administrative support by preparing general correspondence, memorandums and a range of program reports as requested;
- Performs general office duties including filing, copying, scanning and faxing documents;
- Provides follow up in a timely manner and prioritizes/sequences multiple tasks;
- Assists with research and program support work as needed;
- Sends invites and provides 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;
- Coordinates 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 or an acceptable combination of education and experience;
- Two (2) years previous related experience;
- Good knowledge of general office procedures;
- Good verbal and written communication skills;
- Good interpersonal and customer service skills;

- Proficiency in the use of MS Word, Excel, PowerPoint, SharePoint and Outlook for email and scheduling;
- Experience setting up meetings and public presentation facilities and equipment;
- Typing: 40 WPM;
- Demonstrated respect of the confidentiality of privileged and sensitive or personal information;
- May require flexibility of hours and location of work;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.