



ADMINISTRATIVE ASSISTANT

CHILDCARE ADMINISTRATIVE ASSISTANT (1.0 FTE)

Voted one of Maclean's Top 100 Charities of 2020, YW provides preventive and restorative services to women and their families to help them thrive. YW is committed to support people experiencing domestic violence, advocating for mental health, and enabling women's economic prosperity.

Reporting to the Childcare Supervisor, the Administrative Assistant is an integral member of the team who supports the efficient and smooth operation of the Childcare program through a variety of administrative and customer service-oriented tasks. We are looking for an outstanding communicator who can handle a range of interactions with stride and professionalism.

WHAT MOVES YOU

- You pride yourself on doing high quality work, are highly organized, and have a keen eye for detail
- You approach your work and others through the lens of equity, diversity and inclusivity
- Your commitment to feminist principles and values

WHAT YOU'LL DO

- Manages and monitors secure building entry for families.
- Ensures reception desk area is clean, clear of safety hazards and always welcoming.
- Provides safety support during business hours to the room team members when requested.
- Supports current and new families with paperwork, program access cards and any other help they might request.
- Communicates professionally with families about their services and forward any next level concerns to the Childcare Supervisor.
- Knowledgeable about supports and services at the YW Calgary and provides information about these services as requested or required.
- Assists the Childcare Coordinators and Supervisor with customer's tour booking and other families' support as required.
- Produce and correspondence, forms, observation notes and letters to customers as requested.
- Print and photocopy program materials.
- Assists with invoicing and applying fee payments in database (DCW) and keeps families' DCW accounts up to date.
- **This position works 40 hours per week onsite.**

WHAT YOU'VE DONE

- Diploma in Office Administration, Office Management, Human Services or equivalent with at least 2-3 years of experience in human services administration.
- Certification in Alberta Family Wellness Initiative's Core Brain Story is required.
- Current certification in First Aid/CPR is required.
- Knowledgeable in client's services.
- Intermediate level in Microsoft Office.
- Exercise good judgement to plan and accomplish deliverables in a timely manner.
- Use a wide degree of creativity and resourcefulness.
- You ensure efficient day-to-day operations of the office and support the work of management and childcare team within the building.
- Articulate in both verbal and written communications.
- Strong time-management skills, ability to prioritize work and be accountable.
- You approach your work and others through the lens of equity, diversity and inclusivity.
- Childcare experience is an asset.

As a condition of employment, YW Calgary requires the successful candidate to be fully vaccinated. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act."

If you want to work to change lives, we want to meet you.

Competition Number: **2022071**

Deadline: **September 19, 2022**

www.ywcalgary.ca/work-with-us

Apply today with resume, cover letter, and salary expectations to careers@ywcalgary.ca

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.