



## Job Posting

### Office Administrator

At the Stollery Children's Hospital Foundation, our work makes a life-changing difference for sick and injured children in our community and beyond. We believe in creating a bright future for children who inspire us to grow, to contribute and to exceed our potential. They motivate us to think big, seek new opportunities and innovative solutions, to embrace change and try new things. Everything we do is for Stollery kids and their families.

We are seeking an individual to join our team in the full-time position of office administrator.

#### The position

Reporting to the sr. executive assistant and board relations officer, this role is the first point of contact for the Foundation – representing the Foundation to donors, the public and other key stakeholders. The office administrator performs administrative functions to support the Foundation office including all procedures related to a highly functioning reception area, mail and courier systems, office supplies and equipment, and providing team support.

#### Office administration

- Answer, investigate, understand and direct calls to appropriate Foundation employees
- Greet and direct visitors to appropriate Foundation employees
- Respond to inquiries from the public, and provide information relating to the Foundation
- Process confidential information related to the Foundation, donors, employees, hospital partners, board of trustees, volunteers, patients and other stakeholders
- Support the Foundation office and teams by booking meetings, managing the mail and courier systems and maintaining a reconciled petty cash account
- Assist the executive team and sr. executive assistant & board relations officer with correspondence documents, board meeting preparation and executive team calendar maintenance as needed
- Book facility meeting rooms for staff meetings and facilitate monthly town hall meeting logistics and agendas in collaboration with HR
- Process credit card donations and prepare all donations received in person, by phone or mail and forward to finance for processing
- Assist HR to prepare new employees for success by facilitating on-boarding processes such as parking, equipment and systems access
- Provide support to projects, events and functions to support teams as needed
- Maintain a current front desk/administrative manual of current processes and procedures
- Co-ordinate, manage and support off-site document storage logistics with third-party vendors
- Receive and administer lottery ticket sales, ensuring completion and securing of accurate credit card batch reporting
- Oversee the functioning of the Foundation's two meeting rooms including reporting and following up on maintenance needs



### **Office systems, supplies and equipment**

- Establish and maintain stock requirements for office stationery, kitchen supplies and branded stationary; replenish through online ordering
- Oversee and coordinate maintenance of office equipment including printers, copiers, phones, computers, kitchen equipment, etc.
- Respond to office cleaning and building maintenance requests; facilitate requests with third party vendors/building management, and follow up to ensure timely completion
- Maintain a current and confidential inventory of office keys
- Facilitate staff IT equipment and systems access needs with AHS and manage related inventory
- Co-ordinate phone system operations including maintaining the telephone software program for the office voicemail system and manage the hardware inventory with the third-party vendor
- Coordinate, manage and support the TELUS Business Connect software and booking system

### **Provide finance and database support**

- Provide backup support to the payables co-ordinator as needed
- Update donor records in Raiser's Edge as needed

### **Knowledge, skills & abilities**

- Excellent working knowledge of Microsoft Office suite
- Knowledge of Raiser's Edge software
- Understanding of computer, internet and telephone systems and functions
- Proficient knowledge of office equipment and supplies inventory management
- Strong organizational and time management skills.
- Strong written and oral communication skills
- Exceptional interpersonal skills with the demonstrated ability to exercise tact and diplomacy when handling sensitive issues
- Exceptional telephone etiquette
- Demonstrates professionalism and a positive attitude
- Self-directed with superior organizational skills
- Able to anticipate issues and address them in a proactive nature
- Strong customer service skills

### **Education & experience**

- Office administration diploma from a recognized technical institute or community college
- Minimum of three (3) years of administrative related experience
- Understanding of the not-for-profit industry

If this position describes you and you're motivated to make a difference in the lives of children, we invite you to forward your cover letter and résumé to:

Email: [jobs@stollerykids.com](mailto:jobs@stollerykids.com)

**\*\* Enter "Office Administrator" in the subject line**