**KAWARTHA CONSERVATION**

**Administrative Assistant**

# The Position

The successful candidate will support the Corporate Services department in day-to-day corporate operations, including reception on a relief basis, customer service, communications, record management, and human resources. This position will provide the opportunity to gain hands on experience in a professional environment while contributing to the efficient function of a leading environmental organization.

# Our ideal candidate

This position is suitable for an enthusiastic, detail oriented, and adaptable individual to join our team. The ideal candidate will be a proactive self-starter who will excel in a variety of administrative tasks while maintaining a positive attitude and strong organizational skills.

# Key Responsibilities

*Client Service*

Possess a positive outlook while providing quality, timely and responsive customer service to meet the strategic objectives and goals of the organization. Build and maintain partnerships and relationships that are essential to the ongoing success and image of Kawartha Conservation.

* Be an ambassador of exceptional customer service to ensure our clients are welcomed, treated with respect, and receive an exceptional quality of service.
* Optimize customer service through recommendations for improvements to departmental processes, tools, and communications.

*Technical Expertise*

Possess the knowledge and experience relevant to the responsibilities of the position; identify knowledge gaps and seek out professional development; engage in continuing education that elevates your expertise; utilize your expertise in the key functions of your position; transfer knowledge to contribute to the success of others; enhance and advance your professional career. Apply your expertise in the following responsibilities:

* Provide exceptional customer service to clients when requested by responding to inquiries via phone, email and in person interactions, or redirect as appropriate.
* Support and assist cross functional projects across corporate services department, including working collaboratively to ensure smooth operations.
* Support corporate events and meetings by assisting with logistics and preparations.
* Perform general office duties including filing, photocopying, scanning and data entry.
* Manage non-confidential records, ensuring proper organization and accessibility.
* Assist in preparation of reports, correspondence and presentations as needed.
* Shadow and contribute to the development of corporate communications, such as creating social media posts, newsletters and website updates.
* Support human resources functions which may include file management, recruitment activities, such as scheduling interviews and organizing onboarding materials as required. Assist with managing non-confidential records, both digital and physical, destruction of records ensuring compliance with corporate policies and procedures.
* Support records management through scanning and saving documents to appropriate locations as well as implementing records destruction according to procedures.

*Teamwork*

Promote Kawartha Conservation both internally and externally; model exceptional behaviour; align program goals to Kawartha Conservation’s vision, mission, and focus; communicate successes internally and externally. Achieve common goals through teamwork; by collaborating, listening, and sharing information and finding common solutions.

* Demonstrate teamwork by identifying opportunities to assist team members with a variety of tasks.
* Work closely with other team members to complete projects and tasks efficiently.
* Foster a cooperative work environment by being approachable and communicative.
* Identify opportunities for efficiency and improved processes.

*Risk Management and Administration*

Adhere to and ensure that activities are compliant with Occupation Health and Safety (OHSA) and other pertinent laws, regulations, administrative standards and required practices; to eliminate or reduce risks to overall organization. Communicate potential risk situations including determining root causes and suggesting recommended changes.

* Participate in all health and Safety related courses and training as assigned.
* Minimize Health and Safety hazards and risks with work activities. Report on safety hazards to the Director, Corporate Services.
* Follow safe operating procedures for all equipment and tools.
* Actively participate in the implementation of Health and Safety workplace initiatives and programs.

# Skills and Expertise

* Attendance or graduation from high school, university or college in areas such as business administration, communications, human resources, or a related field.
* Strong organizational and time management skills, with the ability to manage multiple priorities effectively.
* Excellent interpersonal and communication skills, both written and oral.
* Exemplary client and customer service delivery.
* Proficiency in Microsoft Office 365 and familiar with basic office equipment.
* A positive attitude, willingness to learn, and desire to develop professionally.
* An eagerness to learn new skills in office management, HR processes, and records handling.
* Valid Class G driver’s license within the Province of Ontario and held in good standing.
* Interest in environmental conservation and public service is an asset.

# Working Conditions

* Office and administrative work
* Interaction with the public
* May be required to carry and lift moderately heavy items.
* Travel using corporate vehicles may be required.
* Mandatory adherence to safety policies & practices

# What we can offer

As part of a collaborative and innovative team you will have the opportunity to make a positive impact in our communities and be a part of our vision of engaged communities that love, respect and appreciate our natural environment. You will be part of an inclusive organization that:

* Offers potential for career growth and pursuing professional development.
* Has a workplace that values your input, development, and well-being.
* Makes a positive impact on the communities we serve within our watershed.
* Provides flexible work opportunities.
* Has an office in the midst of our beautiful Ken Reid Conservation Area where you are surrounded by nature.

# Our Core Values

Our values guide our actions, as they shape the kind of organization that we are part of. In all of our decision making, we will:

* Act with Integrity
* Value Knowledge
* Promote Teamwork
* Achieve Performance Excellence
* Foster Innovation