

## ADMINISTRATIVE ASSISTANT

Do you believe everyone should have access to healthy food, and that food can be a powerful tool for connecting people and building better health and a stronger community? **The Food Bank of Waterloo Region is looking for motivated, hard-working, and dynamic Administrative Assistant.**

### Who You Are

The Food Bank of Waterloo Region has an immediate opening for an individual who is excited to make a difference and help support The Food Bank's mission to obtain and distribute emergency food from our neighbours to our neighbours through a network of 100+ community programs and agency partners. You enjoy acting as the first impression both in person and on the phone. You can confidently handle the behind-the-scenes administrative tasks that keep the Food Bank team going.

### The Position

Reporting to the Director - People, Culture and Administration, the Administrative Assistant manages the company's first impression as well as provides support to the Food Bank team. The Administrative Assistant is efficient, comfortable being a member of the team, and can work independently. This role requires the ability to multi-task and handle a variety of administrative tasks. Resourcefulness, problem solver, organized and confidentiality are keys to success in this role.

### Duties and Responsibilities

#### *General Administration*

- Oversee reception area, handling all incoming calls and directing walk-in traffic
- Monitor building visitor security (sign-in/out, name tags)
- Process all incoming and outgoing mail, courier packages etc.
- Photocopying and coordination of bulk printing
- Coordinate all office supply requirements, inventory, orders
- Set up and support for meetings & events, including food orders, meeting room scheduling, and physical set-up & cleaning
- Maintains kitchen areas & essentials stock (coffee, water, overall cleanliness)
- Maintains front office public areas, meeting rooms (cleanliness & supplies)
- Provide administrative support to CEO and leadership team as required
- Create and maintain administrative processes and provide training on process to administrative volunteers

- Typing & preparation of minutes, meeting packages, meeting notes and action items
- Develop a variety of materials using Microsoft Software (Word, Excel, PowerPoint)
- Administrative support to special events/project teams as needed
- Processes walk in donations (food & funds)
- Other administrative duties as assigned

#### *Human Resources, Finance, and IT Support*

- Data entry in financial and other internal systems or databases
- Filing of confidential information
- Ordering and setting up of IT equipment
- Maintaining inventory of IT equipment
- Maintain phone and messaging system
- Data entry/coordination of accounts payable/receivable
- Cash counting as required

#### *Donor Support*

- Stewardship execution (mailings, etc.)
- Donor Admin Support (sending out duplicate receipts, address changes, data entry, etc.)
- Donor page creation

#### *Operations Inventory Support and Food Procurement*

- Data entry tasks (inventory system, donor database, 3<sup>rd</sup> party partner reports)
- Provide general administrative support for food procurement process based on guidelines and service requirements of the operations team
- Other administrative duties as required for the support of the operations team

Other duties as assigned

## Qualifications

### Experience

- Excellent computer skills (MS Office)
- Experience with databases is an asset
- Two to five years experience in a similar role with proven track record
- Valid driver's license

### Education or Certifications

- Post-secondary education or equivalent

## Required Skills and Attributes

- Proficiency with Microsoft Office; Outlook, Teams, Word, Excel, Power Point and SharePoint
- Ability to take initiative to manage multiple projects and tasks at once
- Self-driven with the ability to work independently and as part of a team
- Organized with a high attention to detail
- Highly developed customer service skills with the ability to communicate comfortably with warmth and professionalism
- Experience with telecommunications and administration technology
- Experience in data entry and reporting, administrative writing skills, and inventory control
- Professional with hands on experience managing administrative tasks
- Strong written and verbal communication
- Work well in a busy team environment with both volunteers (with varying backgrounds and skill levels) and staff as well as independently
- Displays excellent judgment in handling confidential information

## Hours of Work

The Food Bank's public hours of operation are from 8:30 a.m. to 4:30 p.m. Due to the nature of the organization, it is understood that irregular hours and hours above and beyond (including occasional evenings and weekends) are included in your salary but shall not exceed guidelines of the Employment Standards Act.

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**Application Deadline:** Available until filled

**Start Date:** As soon as possible

**We are an equal opportunity employer. We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team. We welcome people of diverse backgrounds, experiences, and perspectives.**

*The Food Bank of Waterloo Region is committed to accessibility and to protecting the human rights our job applicants during the recruitment process. Should at any point throughout the*



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*recruitment process an applicant require accommodation or communication in an alternative format because of a disability please contact Human Resources at [hr@thefoodbank.ca](mailto:hr@thefoodbank.ca) or 519-743-5576. We are committed to providing accommodation or alternate formats upon request within a reasonable time period in a mutually agreed upon format.*

***Please submit your resume and cover letter, including salary expectations to <https://thefoodbank.humi.ca/job-board/administration/7874>.***

*No phone calls please. Only candidates selected for an interview will be contacted.*