



Job Description: Administrative Support

Incumbent Name:

Purpose of the job	<ol style="list-style-type: none"> 1. Provide: <ul style="list-style-type: none"> • Administrative support to the key players of the company • Client service support on behalf of all consultants • Personal assistance to the Partners of the company • Day-to-day bookkeeping using QuickBooks 2. Manage day-to-day administration of the company
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Specific Duties (list all tasks)	<p>General office and Client Support</p> <ul style="list-style-type: none"> • Receive calls and direct phone traffic • General correspondence via email and phone • Schedule and manage central online calendar (Google or similar) • Confirm appointments and issue calendar reminders by phone or email • Book and co-ordinate meeting rooms • Prepare for client sessions; set-up and take-down of meeting rooms • Manage & Purchase office supplies • Initiate and manage timeline requests between company and clients/ prospects via email and phone. For example, documentation completion. • Create and maintain filing systems both electronic and hard copy • Prepare and coordinate marketing materials • Accurately maintain contact data base • Coordinate Client scheduling specific to their Program requirements • Prepare Client's Program materials according to company process and standards • Scribe Client Session Summaries
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- Document processes and maintain company procedures manual
- Online booking and payment for events
- Send mass email notices. (Constant Contact)
- Coordinate eNewsletter. (Constant Contact or similar)
- Respond to all enquiries in a timely fashion.
- Research as required. For example, new suppliers, associations, seminar locations, etc.
- Manage internal projects as required.
- Complete online and hard copy applications. For example, Government Applications.
- Record VOIP phone answering messages
- Maintain the phone system and troubleshoot any problems
- Troubleshoot day-to-day IT issues
- Coordinate seminar and workshop materials
- Coordinate events; booking, confirmations, sending material, arranging event listings with web and paper directories, arranging the lunch, greeting attendees, assisting the seminar leader
- General customer support
- Ensure company brand standards are maintained
- Coordinate internship placement opportunities with local colleges and universities

Financial & QuickBooks:

- Prepare invoices and email to clients
- Maintain monthly invoicing schedule
- Record accounting activity
- Print cheques
- Maintain accurate daily running balance
- Accounts Payable/ Receivable
- Reconcile QuickBooks monthly
- Create reports on QuickBooks as required
- Pay bills online
- Processing of online client payments
- Reconcile credit card statements
- Reconcile accounts payable
- Process bi-weekly payroll

Job Requirements	Knowledge & Education <ul style="list-style-type: none"> • Must have proven office experience in a client focused environment
	Skills & Attributes (competencies, qualities, values) <ul style="list-style-type: none"> • Ability to manage multiple activities, projects and relationships at one time on an ongoing basis • Highly competent computer skills – PC, Microsoft Office, Excel, Word, Outlook, Power Point • Manage online shared calendars • Accurate typing / keying • Excellent verbal and written skills • Constant contact or similar email vehicle • Quick Books (preferred experience) • Experience with contact data bases • Email management essential • Detail and process-oriented • Excellent telephone manner • Web savvy including web research • Social Media savvy • Not afraid to use the phone • Organized • Thorough • <i>Genuinely likes and cares about people and wants them to succeed –committed to our client’s success</i> • Interested in business and marketing concepts • Positive demeanor • Not afraid to ask questions • Loves to learn • Takes responsibility for the job at hand • Exercises good judgment • Proactive – thinks ahead of just today • Approachable • Polite • Honest • Good listener • Independent worker – self starter • Energetic

Work Context	<p>Authority (reporting structure, supervisory responsibility, decision making)</p> <ul style="list-style-type: none"> • Reports directly to President/Partner • No other staff responsibility
	<p>Relationships with others (contacts)</p> <ul style="list-style-type: none"> • Main coordinator for the two Partners and all other Associates. • Contact by phone and email with all clients, suppliers and consultants.
	<p>Environment (working conditions)</p> <ul style="list-style-type: none"> • Business Services Environment • Working alone about $\frac{3}{4}$ of the time.
	<p>Equipment used (tools, materials, equipment)</p> <ul style="list-style-type: none"> • PC • Fax • Photocopier • Printer • Calculator • Digital recorder • Shredder • Scanner • Projector • Modem • Aastra phones (VOIP)