

Job Description

Administrative & Development Assistant

Reports To

Executive Director

Job Summary

Jocelyn House Hospice/Jocelyn Hutton Foundation is seeking a professional individual on a permanent, part-time basis. This position will be responsible for key administrative support function such as general office organization and efficiency; maintenance of the donor database and gift processing functions; payroll processing; support of fundraising and hospice activities; including administrative functions to support the Board, Executive Director and Management Team.

Working closely with the Manager of Volunteers, Spiritual Care & Development, Nurse Manager, Bookkeeper, Hospice staff, volunteers, residents, donors and stakeholders is responsible for key administrative functions to support the organization as a whole.

Job Duties

- Prepare, review, and/or edit various forms of correspondence such as letters, invoices, presentations, publications, and reports
- Administer and manage inbound and outbound mail, including priority post, packages, courier services, and other correspondence
- Answer telephone and electronic inquiries and relay telephone calls and messages
- Refer and/or redirect calls, emails, or visitors as required
- Assist in the compilation of data for various reports
- Maintain a high level of confidentiality in all interactions
- Maintain and monitor office supply inventory levels; place orders as required; and arrange for servicing of office equipment
- Organize, maintain, and coordinate office records and files
- Photocopy and organize documents for distribution, mailing, binding, and filing
- Prepare agendas for meetings, collate and send board meeting pre-read packages, transcribe and distribute meeting minutes
- Present a positive and professional image of the organization when interacting with employees, residents, donors, and other external stakeholders

- Review all documents, reports, and correspondence prepared for executive or management signatures for format, content, grammar, and spelling; make edits as necessary
- Perform basic accounting functions; including paying vendors, processing payments and refunds, accepting donations and collaboration with the Bookkeeper on a regular basis
- Responsible for processing employee payroll and maintaining related records and files
- Accurately and appropriately file correspondence, invoices, and receipts
- Act as first line contact with vendors or residents/families regarding billing issues
- Maintaining and working with a donor database; including report generation, research queries and analysis
- Participation in the planning, coordination, implementation and support to fundraising and donor events
- Support the coordination of newsletters and direct mail pieces
- Managing all aspects of donation processing including tax receipts, acknowledgment letters/cards, etc.
- Other duties and functions as assigned

Job Requirements

- Ability to adapt to new technology
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to respond quickly in a dynamic and changing environment
- Ability to work individually as well as part of a team
- Discretion and privacy when working with confidential information
- Strong writing, editing, and proofreading skills
- Superior telephone etiquette and strong interpersonal skills

- Proficient in Microsoft Office programs (including Word, Excel, and PowerPoint)
- Experience with donor database management and payroll processing software
- Three years of experience in an administrative role or general office management
- One year of experience in the non-profit industry, in particular health care is an asset
- Diploma or certificate in administration, business, or a related field is an asset
- Ability to work occasional evenings and weekends
- Valid driver's license

Work Conditions

- Interaction with employees, management, and the public at large
- Operation of laptop computer and peripherals
- Extended periods of sitting

Competencies

- Attention to Detail
- Resident/Families/Donor Focus
- Communication
- Organization
- Ownership
- Professionalism
- Resourceful
- Time Management