

**Second Story Women's Centre
Administrative Assistant
Job Description**



Position Summary:

The Administrative Assistant is usually the first point of contact for visitors and calls, and makes appropriate referrals. They maintain the daily functioning and resources. They are an integral member of the team and provide administrative support to each of the Coordinators and Executive Director. They develop and facilitate the promotional outreach of Second Story Women's Centre in the local community through events and materials. They carry out the mandate of the Centre within the guidelines of the philosophy, purpose, goals and objectives as established by the Board and Staff. The Administrative Assistant reports to the Executive Director.

FUNCTIONS AND RESPONSIBILITIES:

The Administrative Assistant is responsible for adhering to SSWC's Code of Conduct, all policies and procedures contained in the SSWC Policy and Procedures Manual, and Staff Handbook. Specific responsibilities are listed below.

Volunteer and Stakeholder Support

- Supports volunteers
- Supports financial development campaigns

Administrative Functions

- Answers phone, assists drop-ins, monitors and directs e-mail
- Provides information and reports on a monthly basis to the Board
- Maintains databases
- Manage toiletry cupboard and product donations

Special Events:

- Supports SSWC special events (e.g. March 8, December 6)

Promotions

- Supports SSWC and its activities in the community
- Supports promotional outreach activities
- Provides regular information about SSWC and relevant issues via pamphlets, posters, and emails, website, and social media

Community Development, Social Advocacy

- Advocates for women and gender-oppressed people's concerns
- Supports clients over the phone and in person, as the first contact with active listening and referrals

Other Related Duties

- Carries out other duties as may be required by the Executive Director and other staff for the smooth operation of the Centre
- Is flexible, collaborative and supportive in all relationships to maintain the best interests of the Centre

Knowledge, skills and abilities

- Strong organization and initiative skills
- Strong interpersonal and communication skills
- Ability to work collaboratively within a consensus-based decision-making model
- Strong advocacy skills and the ability to effectively represent the organization to a variety of stakeholders, funders, and the community
- Knowledge of the history of feminism, intersectional feminist theory and practice
- Knowledge of local and/or provincial resources and networks as they relate to the organization's mission
- Ability to think critically, calmly and independently; sometimes in stressful situations
- Proficient in the use of computer technologies

Please refer to the SSWC's Policy Manual provided for general requirements of being employed by SSWC.