

Job Title: CCRR ADMIN SUPPORT WORKER	Direct Supervisor: Executive Director
Department: Child Care Resource & Referral	Direct Working Team: Executive Director, Referral Consultant, and CCRR Program Consultants
Revision Date: April 2019	BCGEU Grid Level: 2 Wage Rates of Pay: Step 1 to 5 Hours: 20hrs/week Step 1 Pay Rate: \$16.55

Childhood Connections – Okanagan Family & Childcare Society (CCS) works to: support safe, secure and healthy environments for children, encourage quality and excellence in child care, provide information, services and programs that enhance the capacity of parents/guardians and child care providers, and build community partnerships to strengthen service-delivery and reduce duplication of services.

Position Overview

To provide administration support services to the CCRR Program, CCS Executive Director and Board of Directors. Must be familiar with, and compliance with MCFD Subsidiary Component Agreement terms and CCRR Standards Manual.

1. **Front Desk Reception**
2. **Administrative Support**
 - a. **CCRR Program**
 - b. **Executive Director and Board of Directors**

Working Schedule:

- Willing to accept job assignments as indicated in job schedule/contract (20hrs/week)
- Thursday evenings (12:30-7pm) and some weekend hours required
- Hours are dependent on funding and operational requirements and may be subject to change
- Time-off (vacation, sick leave, special leave, etc.) will be covered by other CCRR staff

Essential Job Duties:

1. Front Desk Reception

- Greet ALL visitors, enquire the nature of their business, and ask them to wait in waiting room or direct them to appropriate staff office space
- Assisting CCRR staff with loan library service: scanning toys in and out of library, maintaining library inventory and client library files
- Assisting CCRR with registering for workshops and membership
- Have knowledge on a variety of subjects pertaining to the CCS office, programs, events and workshops (CCRR, ASQ, FRP, etc).

2. Administration Support

- Maintain a working knowledge of community resources, programs, and training opportunities that provide support to families and child care providers.
- Maintain a working knowledge of current and changing government child care policies and regulations, and communicate this information to care providers, families and community members.
- Responsible for upkeep of office machines, and performing general duties as required.

a) CCRR Program:

- a) Supporting Program Consultants with program materials
- b) Assist the Referral Consultant with updating information on the CCS website
- c) In consultation with CCRR Program Consultants, assist with the CCRR annual Service Survey and Rate Survey
- d) Type revised copies of all Policies. (i.e. Personnel, CCRR, etc.) as requested
- e) Provide clerical support for staff
- f) Maintain brochure and forms supply and order new information brochures as needed
- g) Design & layout of certificates & pamphlets as required.
- h) Support CCRR workshops: registration, certificates, attendance sheet, etc.
- i) Membership support in consultation with Referral Consultant

b) CCS Executive Director and Board:

- a) Support CCS workshops: registration, certificates, attendance sheet, etc.
- b) Opening and distributing all incoming mail
- c) Assistance with CCS Annual Report (i.e. photocopying) and AGM prep
- d) In consultation with the Executive Director, produce reports and work plans as required
- e) Board meeting and board member support as needed
- f) Purchase office supplies as needed

Other

- Performs any other duties as directed by the Executive Director

Working Conditions

- Frequently exposed to noise and a regular flow of people in and around the office
- May work alone in the office occasionally
- Follow the Collective Agreement, CCS Policies and Procedures, CCRR Standards Manual

Requirements

- Education: Office Administration Certificate
- Excellent computer skills (Microsoft Office suite of programs: Word, Excel, Publisher, PowerPoint, etc.)
- Clear Criminal Record Check (Vulnerable Sector Check – working with children)
- Courteous and friendly manner with the public
- Work well with team environment and independently
- Typing speed of 50 w.p.m
- Excellent communication and telephone skills and organizational skills

Other Skills/Abilities

- Knowledge of Child Care Sector and Regulations
- Knowledge of Central Okanagan community for client resource and referrals
- Knowledge of all CCS Programs

Please forward your resume and covering letter to Melissa Hunt, Executive Director, at MelissaH@childhoodconnections.ca. We thank-you for the interest in this position, but please note that we'll only contact those applicants selected for an interview.

Thank-you!