



## **JOB POSTING**

### **Administrative Assistant – Front Office**

Number of Hours: Monday to Friday, 35 hours per week  
Wage Rate: \$23.50 hour  
Posting Closes: April 28, 2023  
Location: St. Catharines Shelter with the ability to work remotely if required.

#### **Gillian's Place**

As one of the first shelters of its kind in Ontario, Gillian's Place brings over 40 years of experience and expertise in gender-based violence service in Niagara. Since 1977, we have grown from an eight-bed emergency shelter to a multi-site provider of free and confidential services that support women, children, genderqueer, Two-Spirit, trans, and non-binary individuals escaping the cycle of violence and abuse. Today, these services include a 34-bed emergency shelter, second-stage housing, a 24/7 phone or text crisis support line, safety planning, expert counselling, child and youth programs, legal advice and support, education and violence prevention programs, and a transitional housing and support program.

#### **BEYOND THE PAY CHEQUE. WHY YOU WANT TO JOIN OUR TEAM**

- We are an organization where you can realize your aspirations and achieve your personal and professional goals in an inclusive and supportive environment
- We are a dynamic and talented team who collectively provide practical, compassionate client-centred care to those who have experienced gendered abuse
- We invest in our team through training, professional development opportunities, and wellness initiatives
- We are committed to inclusion, diversity, equity, and access

Reporting directly to the Manager of HR & Admin, the Front Office Administrative Assistant will play an integral role in the day-to-day administration and coordination of our shelter programs and services. They will establish a professional, pleasant, and supportive first contact for callers to Gillian's Place, serve clients and visitors by greeting, welcoming, and directing them appropriately; and notifying company personnel of visitor arrival. The FDA is responsible for our building's security by ensuring that only authorized personnel, clients and visitors are permitted entry. As with all employees of Gillian's Place, the Front Office Administrative Assistant understands gender-based violence and demonstrates a commitment to providing superior service to our clients.

## Duties & Responsibilities

- Operate a multi-line phone system
- Monitor all people entering and exiting the facility following security, safety, and confidentiality policies
- Support clients with requests for supplies, phone messages, bus tickets, and taxis
- Provide clerical support to the counselling department, including office organization and ordering supplies
- Take minutes at staff meetings
- Coordinate schedules, including booking appointments and setting up meeting rooms
- Adhere to all agency policies and procedures, including all health, safety, and security requirements.
- Other duties as assigned

## What you need to succeed

- Post-secondary education in Office Administration or similar field of study
- Two years of related experience considered an asset
- First Aid/CPR Certification
- Vulnerable Sector Police Check
- Empathy, compassion, and patience
- Above-average communication and interpersonal skills
- Ability to handle all interactions with diplomacy and exhibit a genuine motivation for helping others
- Ability to act with integrity and respect
- Strong multi-tasking capabilities
- Ability to remain calm in situations of high-stress or crisis
- Ability to remain focused in a fast-paced and busy environment
- A commitment to Diversity, Equity, and Inclusion

Gillian's Place is an equal opportunity employer. Any applicant who communicates the need for accommodation shall be considered in a manner that is non-discriminatory and respectful.

Gillian's Place encourages people of colour, Indigenous folks, newcomers, immigrants, sexually- and gender-diverse folks, people of all abilities, and members of other underrepresented communities to apply.

[Join us as we work to end gender-based violence in Niagara](#)

Let us know why you would be an excellent team member by applying to [humanresources@gilliansplace.com](mailto:humanresources@gilliansplace.com)

Please be advised we only contact applicants who are selected for an interview.