



## **Internal/External Job Posting**

### **Temporary Non-Union Position**

#### **Administrative Assistant**

The Grand River Conservation Authority (GRCA) has an international reputation for excellence in managing the natural resources of the largest inland river system in southern Ontario. Encompassing approximately 6,800 square km, the Grand River watershed has a population of almost one million people in 39 municipalities and two First Nations. Designated as a Canadian Heritage River, the Grand River and its major tributaries boast many outstanding human heritage features and excellent recreational opportunities. The GRCA is committed to environmental protection by delivering services that ensure the well-being of the environment and its inhabitants.

The Grand River Conservation Foundation (GRCF) is a registered charity dedicated to raising funds for important conservation and environmental restoration projects, in support of the GRCA. A number of key GRCA projects and programs would not take place without the fundraising support of the GRCF.

#### **General Accountabilities**

This position reports to the Executive Assistant and will provide administrative assistance to multiple departments within the Administration Division at the Grand River Conservation Authority. This position will also provide project and administrative support for the Grand River Conservation Foundation, including being the first point of contact for donor inquiries and support, preparing correspondence, processing donations and data entry.

#### **Specific Accountabilities**

##### **General Administrative Support**

1. Provide assistance to departments with maintaining GRCA's Intranet (SharePoint), including Microsoft form and template development, and website maintenance, as required.
2. Act as document resource assistant for Microsoft Office including editing of documents to ensure AODA compliance, create reports, development of Fillable PDFs and Microsoft Forms.
3. Customer Service support duties include managing corporate email account, incoming calls, directing visitors, and processing mail.
4. General administrative support duties includes composing correspondence, compiling/preparing meeting materials, data entry, filing, and supplies management.
5. Ability to liaise with various departments to ensure proper workflow, authorization, and completeness of assigned tasks.
6. Responsible for records retention/destruction tasks as assigned.
7. Lead role in coordinating and completing record digitization efforts.
8. Other corporate administrative duties as assigned.

## **GRCF Administrative Support**

1. First point of contact for all external and internal fundraising enquiries and will provide support and customer service through phone and email regarding gift acknowledgements, tax receipts and other donation related issues.
2. Prepare gift acknowledgements and thank-you letters for donors.
3. Provide monthly donor stewardship calls, emails and handwritten thank-you notes as needed.
4. Work with GRCA staff to prepare grant applications to corporations, foundations, and grant agencies.
5. Administer data input, amendments, running reports and creating data queries as needed.
6. Liaise with GRCF board members, GRCA staff, current and prospective donors, and partners regarding project reporting where necessary.
7. Assists with the content development for donor communications. Work with the GRCA's Communications department on content development and a posting schedule for digital/social media platforms.
8. Support Foundation programs and events as needed.

## **Technical Accountabilities**

1. Office Administration diploma or related diploma /degree in addition to one to three years of office administration work experience. Experience in a not-for-profit organization would be considered an asset.
2. Advanced knowledge of Microsoft Office 365 (Word, Excel, Access, Outlook, SharePoint, Teams) and Adobe Acrobat. Knowledge of Income Manager or other similar databases is considered an asset. Expertise in Word and SharePoint is required. AODA document compliance expertise is considered an asset.
3. Demonstrated experience in file and document management.
4. Ability to adapt to changing technology and systems and recognize opportunities for automation and process improvement.
5. Strong organizational skills with strict attention to detail are necessary, with an ability to prioritize tasks.
6. Demonstrated written and verbal communication and interpersonal skills, including superior customer service attributes, a professional demeanour and a positive attitude.
7. Demonstrated ability to work independently as well as part of a team.
8. Valid Driver's License and ability to travel to various locations within the Grand River watershed.
9. This position may require some evening and weekend work

## **Competencies and Abilities**

**Professional Judgement:** Demonstrated ability in the area of critical thinking, analysis and assessment of implications, making connections of underlying issues and ownership of the outcome. Sound judgement resulting in fair, efficient and effective decision-making, bringing clarity and resolution to ambiguous situations, and discretion in dealing with confidential information.

**Integrity/Ethics:** The willingness to hold oneself and others accountable for acting in ways that are consistent with stated values, principles and professional standards. Ability to exercise good judgment, maintain integrity and respect confidentiality at all times.

**Team Work:** Interacts with people effectively. Able and willing to share and receive information. Proven ability to communicate information clearly and professionally to both internal and external groups. The ability to gather facts and pertinent information to gain an understanding before drawing conclusions or taking action. Demonstrated ability to build partnerships and alliances with peers, donors, partners, staff and GRCF board members.

**Goal /Action-Oriented:** The ability to work in a team or independently with limited supervision and maintain a high level of self-direction, work productivity, quality, and professionalism. Effective problem solving and collaboration skills. Seizes opportunities; takes initiative and is self-motivated. Organizes work, plans activities and sets priorities in a manner that meets competing needs and timely resolution of matters. The ability to work under pressure and handle multiple tasks simultaneously with changing priorities.

**Customer Focus:** Dedicated to meeting the expectations and requirements of internal and external customers, as well as donors and partners. Develops and maintains effective relationships and ensures good communications with stakeholders. Must possess strong customer service skills and the ability to respond to public inquiries with knowledge, tact and enthusiasm.

**Leadership:** A high level of personal and professional excellence including the ability to align personal and organizational values. Demonstrated ability to be innovative, flexible and entrepreneurial.

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The annual salary range for this position is Job Level D \$46,142.92 to \$56,118.01 - 35 hours per week

**Approximate Start Date:** November 2021

**Term of Employment:** One Year Contract

**To Apply:** Please send a resume and covering letter to [careers@grandriver.ca](mailto:careers@grandriver.ca) in MS Word or PDF format and quote "Administrative Assistant" the subject line.

**Deadline for Applications: Tuesday November 2, 2021**

We thank you for your interest, however only candidates under consideration will be contacted.

Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Personal information collected in relation to the recruitment process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act and used solely to determine eligibility for employment with the Grand River Conservation Authority