



Internal/External Job Posting

Regular Full Time Non-Union Position Customer Service Administrative Assistant

Who we are

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. Our team is made up of committed and passionate experts in their fields, including scientists, engineers, researchers, educators, stewards, planners, foresters, recreation experts and much more. Every day, we come to work to improve the health of the natural environment of the Grand River watershed for those who call it home or come to visit. We are a progressive team, dedicated to lifelong learning, collaboration and making a positive impact.

Why work for us

At the GRCA, we don't just talk about work-life balance, we promote and encourage it. This position from the office, and we offer flexible work hours and an Employee Assistance Program. Our team feels a connection to their work, each other and the community we serve, and when you're "at the office", you won't feel like you're "at the office." Our Administration Centre is located in a tucked away, natural oasis next to the Shade's Mills reservoir, where a walk or lunch at the picnic tables provides the opportunity to be immersed in nature.

Overview of the Opportunity

Reporting to the Supervisor of Administrative Services, the Customer Service Administrative Assistant provides assistance to the Finance, Strategic Communications, and Digital Information and Innovation departments, and provides front-line customer service at the Grand River Conservation Authority administration centre and supports online customer service inquiries. This position also provides project and administrative support for the Grand River Conservation Foundation (GRCF).

What You'll Do

General Administrative Support

1. Provides assistance to departments with maintaining the GRCA's Intranet (SharePoint) and website, including form and template development, and approved content updates as required.
2. Provides document support, including editing documents to ensure AODA compliance, creating reports, and developing fillable PDFs and online forms.
3. Coordinates the maintenance and updates of mail room equipment with the Digital Information and Innovation department and maintains the staff database on print equipment.
4. Provides customer service and administrative support by managing the corporate email account, incoming calls, visitor reception, online inquiries, mail and courier processing, sales transactions, payment collection, correspondence, data entry, filing, office supply inventory, and voicemail system updates. Acts as back-up to the Land Management Administrative Assistant during absences.

5. Supports the Finance department with various administrative tasks, including monitoring email inboxes, data entry, filing, logging payments, matching remittances to invoices after payment run, preparing electronic deposits (no cash handled), and training new/student employees for accounting/front desk back-up. Accounting duties may vary seasonally to support shifting organizational priorities.
6. Support other administrative staff with the GRCA's annual membership processing for head office and online sales and covers overflow tasks seasonally and as needed.
7. Responsible for records retention/destruction tasks as assigned and provides support with coordinating and completing record digitization efforts.
8. Other corporate administrative duties as assigned.

GRCF Administrative Support

1. Acts as the first point of contact for GRCF inquiries, provides support and customer service through phone and email regarding gift acknowledgements, tax receipts and other donation related tasks.
2. Monitors the GRCF's CanadaHelps donation site and takes appropriate action to record donor and donation information in a GRCF databases as applicable;
3. Supports the GRCF's accounting requirements with receipting tasks, including data entry, report generation, preparing tax receipts, gift acknowledgements and thank-you letters.
4. Assists the Executive Director and the GRCA's Strategic Communications department with content development by editing and formatting donor communications, including online content.
5. Provides administrative and event planning assistance.
6. Administers the GRCF's ongoing and annual memorial and scholarship programs.
7. Other duties as assigned.

Technical Accountabilities

1. Office Administration diploma or related diploma in addition to at least one year of office administration work experience. Experience in a not-for-profit organization is 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.

Competencies:

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.

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 GRCA 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.

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.

Compensation and Benefits

- Annual salary pay range Grade D, \$54,377-\$66,158
- Comprehensive benefits package with mental health services and preventative care after six months
- Tuition reimbursement, and computer purchase loans
- Gold-standard Ontario Municipal Employees Retirement System (OMERS) pension fund with 100% employer matching contributions (optional for temporary positions).
- Free year-round access to GRCA conservation areas (parks).

Approximate Start Date: August 2026

To Apply: Please send a resume, cover letter and resume to careers@grandriver.ca in MS Word or PDF format and quote "Administrative Assistant" in the subject line.

Deadline for Applications: 4:00pm Wednesday, July 29, 2026

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

GRCA is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accessibility accommodations at any point during the application and hiring process, please contact us. Any information received relating to accommodation will be addressed confidentially

Pursuant to section 29(2) of the Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990, C. M.56 the personal information contained on this form is collected under the legal authority of the Conservation Authorities Act, R.S.O. 1990, chapter C.27 and is used for recruitment purposes. Questions about the collection of personal information should be directed to the Director of Human Resources, Grand River Conservation Authority, PO Box 729, 400 Clyde Road, Cambridge, Ontario N1R 5W6. 519-621-2761.