



Internal/External Job Posting

Full Time Temporary (10-18 months) Non-Union Position 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.

Who you are

You want to gain valuable experience in an organization with an environmental goal. You like a team environment where everyone has an opportunity to contribute to achieve a shared goal, no matter their background or level of education and experience. You like problem solving, expanding your horizons and making even the smallest positive impact for your community and the planet.

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 wellness initiatives like onsite yoga 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

This position reports to the Supervisor of Administrative Services and will provide front-line customer service to walk-in clients and administrative support to multiple departments within the Grand River Conservation Authority (GRCA). This position will also provide administrative support for the Grand River Conservation Foundation (GRCF), including being the first point of contact for donor inquiries and support, preparing correspondence, processing donations, and data entry. This position will take on a key role in digitization and filing of permanent records, which will include sorting, preparing, scanning, and electronic filing.

What You'll Do

General Administrative Support

- Provide assistance to departments with maintaining GRCA's Intranet (SharePoint), including Microsoft form and template development, and website maintenance (both GRCA and GRCF), as required.
- Coordinate updates of mail room equipment, including database entry and meter reads.
- Customer Service support duties include managing corporate email accounts (GRCA and GRCF), incoming calls, directing visitors, and processing mail and membership sales.
- General administrative support duties include composing correspondence, data entry, filing, and supplies management.

- Supports the finance department with invoice processing, data entry, account filing, logging payments, as required.
- Ability to liaise with various departments to ensure proper workflow, authorization, and completeness of assigned tasks.
- Responsible for records retention/destruction tasks as assigned.
- Lead role in coordinating and completing record digitization efforts including locating records, preparing old records for efficient scanning, completing scans, and filing records in electronic database.
- Other corporate administrative duties as assigned.

GRCF Administrative Support

- First point of contact for all external and internal fundraising inquiries and provide support and customer service through phone and email regarding gift acknowledgements, tax receipts and other donation related issues.
- Prepare gift acknowledgements and thank-you letters for donors.
- Administer data input, amendments, running reports and creating data queries as needed.
- Assists with the content development for donor communications. Work with the GRCA's Strategic Communications department on content development and a posting schedule for digital/social media platforms., as required.

Education & Experience

- Office Administration or related diploma and at least one year of office administration or records management work experience. Experience in a not-for-profit organization is considered an asset.

Experience

- 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.
- Demonstrated experience in file and document management, including digitization of paper records.
- Ability to adapt to changing technology and systems and recognize opportunities for automation and process improvement.
- Strong organizational skills with strict attention to detail are necessary, with an ability to prioritize tasks.
- Demonstrated written and verbal communication and interpersonal skills, including superior customer service attributes, a professional demeanour, and a positive attitude.
- Demonstrated ability to work independently as well as part of a team.

Competencies:

Professional Judgement

Demonstrated ability in the areas of critical thinking, analysis and assessment of implications, making connections of underlying issues, and the ownership of the outcome. Sound judgement resulting in fair, efficient and effective decision-making, bringing clarity and resolution to complex and 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.

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 balances competing needs and timely resolution of matters. The ability to work under pressure and handle multiple tasks simultaneously with changing priorities.

Teamwork

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 positive working relationships with peers, partners, and staff.

Customer Focus

Dedicated to meeting the expectations and requirements of internal and external customers. 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.

Compensation and Benefits

- Annual salary pay range \$50,911 to \$61,941 with a 4% increase July 1 2025
- Comprehensive benefits package with mental health services and preventative care after six months
- 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: May 2025

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 May 2, 2025**Term of Employment: Approximately 10 to 18 months**

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 Individual 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 Manager of Human Resources, Grand River Conservation Authority, PO Box 729, 400 Clyde Road, Cambridge, Ontario N1R 5W6. 519-621-2761.