

Victim Services of Peel (VSOP) is a charitable organization whose mission is to provide comprehensive, trauma-informed, culturally responsive, 24/7 support to individuals and communities in the Region of Peel, helping them recover from the impact of crime or sudden tragedies. We provide a range of programs and services including Crisis Support, Sexual Assault and Human Trafficking Services, High Risk and Victim Quick Response Program+, Transitional Housing Support Program, Bail Court Notification Program, Safe Centre of Peel Collaborative, the South Asian Family Enrichment program and others.

Position Title: Office Administrator; Full-Time, Permanent
Reports to: Manager of Operations

POSITION SUMMARY:

Victim Services of Peel is seeking an Office Administrator to provide support to our staff, programs, projects and offices while working in a fast-paced environment. The successful individual will have experience and knowledge of general office procedures, proficient computer skills, excellent organizational and analytical skills, and exceptional verbal and written communication skills.

ESSENTIAL FUNCTIONS

Office Administration

- Provide and coordinate reception services and reconcile a variety of related usage reports, suggesting enhancements to the system as needed
- Provide direct administrative support, prepare reports, memos, and documents and maintain agency files
- Provide administrative support for monthly board, staff, and annual general meetings.
- Administer VSOP's cell phone programs
- Coordinate purchasing, maintenance and inventory of supplies and office equipment
- Provide program and project support as needed such as with VSOP's OLG charitable e-gaming fundraising bingos
- Triage VSOP's Crisis line when needed

Finance

- General clerical support, reconciling invoices, credit card expenses, taxi accounts, gift card stock
- Reconcile and upload invoices for the Victim Quick Response + program.
- Ensure outgoing cheques are properly signed, distributed and maintain related accounting files
- Complete fundraising & bank deposits

Events and Communications

- Coordinate and attend information, fundraising and other community events and workshops, including the annual in-house United Way Campaign
- Provide event support and ensure an agency-wide calendar is maintained
- Attend Charity Bingo as needed

JOB SPECIFICATIONS

EXPERIENCE AND KNOWLEDGE:

- 3 years administrative support experience and working with the public in a professional setting
- Demonstrated knowledge and use of various Microsoft software applications with a willingness to learn new software applications as required
- Familiarity with the day to day flow of work and systems in a busy, high functioning non profit agency.

SKILLS AND COMPETENCIES:

- Ability to adhere to confidentiality, at all times, and to represent the agency with the highest degree of professionalism
- Excellent interpersonal skills, including communication and conflict resolution
- Able to work effectively in a team environment that values equity, diversity and inclusion
- Flexibility to respond to requests and to prioritize work; time management skills and deadline oriented while working in a fast paced, crisis environment
- Attention to detail; demonstrated initiative and excellent organizational skills
- Bilingualism is a definite asset.

WORKING CONDITIONS:

- Position will work from VSOP office(s) and/remote locations (as required by the agency).
- Successful completion of a Peel Regional Police detailed criminal background check and annual renewal check is required to secure and maintain employment
- 35-hour work week, 3-week vacation to start
- Although this position does not provide direct services to clients, the successful candidate will need an ability to cope with the emotional residue of exposure to trauma stories that arise in the normal course of our work
- All responsibilities are to be performed in keeping with the philosophical framework set out in the Vision, Mission and Values of VSOP

EDUCATION:

- Post secondary education in office administration