

## JOB DESCRIPTION

### Job Summary:

This is a support position with the responsibility for providing administrative support and receptionist function specifically for CED's new Global Business Centre and as a part of the Finance and Administration Business Unit. In addition this position will provide support services to the organization on specific critical activities and events.

The successful candidate will be an outgoing, friendly, and positive individual who is comfortable greeting and interacting with the public.

### Key Responsibilities:

- Reception
  - Greets walk-in clients to the Global Business Centre and directs them to the appropriate person.
  - Answers incoming calls, takes messages, forwards emails and provides general department information.
  - Retrieves, opens, sorts, separates, date stamps, arranges, files, and distributes mail, products, or materials.
  - Retrieves information from files, documents, and other sources of information to answer questions from other employees, the public, or other agencies.
  - Assists with the booking and the presentation of the Boardroom (duties will include but not limited to set-up of rooms, ensuring coffee, water, plates, etc. as required are set out ahead of meetings, catering is ordered, A/V requirements are met, as well as cleanup after meetings).
  - Offers to hang up coat and to provide beverage.
  - Order catering and sign off invoice to accounting.
  - Prepare coffee and load and unload dishwashers.
- Finance
  - Maintains accounting files and logs; performs alphabetical, numerical, and chronological filing.
  - Collects, prepares, verifies, and coordinates data input that relates to vendor's invoices, completes payment control documents for vendor invoices.
  - Keeps accurate financial records and performs entry level clerical accounting work. Responsibilities include posting records, performing simple arithmetic computations, and checking forms for completeness and accuracy.
  - Orders office supplies and checks invoices against purchase orders.
  - Responsible for creation of purchase orders and other financial instruments in accordance with corporate policies and procedures.
  - Responsible for preparation of expense reimbursement requests for team members in accordance with corporate policies and procedures.
- General
  - Provides administrative support to Global Business Centre and Business Unit team members by preparing correspondence, reports & other documents, photocopying, and general office duties.

- Administrative work in contact management application including entry, editing and quality control.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Performs a variety of clerical assignments for the recording, disposition, and maintenance of a large volume of information or records.
- Works effectively in a team-based environment, providing support for other Business Units as necessary. Responsible for provision of timely support on critical CED events and priorities.

**Unique Working Conditions:**

This position may require some irregular hours. Significant skill is required to work effectively across internal functional areas in situations where clear parameters may not exist. Maintains confidentiality and privacy.

**Complexity of Duties:**

There are some external contacts with a variety of organizations and individuals in the public and private sector.

**Reporting Relationships**

**Direction Received from:**

- Director, Finance and Administration
- Manager, Global Business Centre
- Members of Business Unit and other groups being supported

**Direction Given to:**

- Liaison with other Team Assistant(s) to provide adequate administrative support coverage

**Qualifications:**

**Education:**

- Post secondary education such as a diploma in business administration
- Basic accounting training including training/experience utilizing computerized accounting software

**Experience:**

- Minimum of two years of progressively responsible experience in a directly related area during which professional capability has been clearly demonstrated.
- Proven experience in supporting individuals with varying initiatives and sectors.
- An ability to speak more than one language an asset.

**Key Competencies for this position:**

- Demonstrated high level technical knowledge in areas as identified under Qualifications as well as excellent oral and written communication skills.
- Demonstrated ability to multitask; deals with several people and tasks at once.

- Knowledge of basic bookkeeping principles to perform basic mathematical calculations such as addition, subtraction, multiplication and division.
- Knowledge of basic technology principles to allow diagnosis and resolution of user issues in working with technology tools and applications.
- Demonstrated ability to establish priorities for own workload based upon need for immediate action, work objectives and schedules requiring independent judgment.
- Experience working effectively in a fast paced environment and when under stress.
- Demonstrated end user computer proficiency.

**On-the-Job Orientation:**

2 weeks

**Performance Expectations:**

- Contribute fully and effectively to the success of the organization.
- Be an ambassador for CED, promote CED whenever possible, and identify possible opportunities for the organization.
- Be action oriented and take a can-do approach.
- Manage their time effectively to ensure deadlines are met and activities are maintained, or brought to conclusion, as appropriate.
- Be equally effective working on their own or as part of a team.
- Conduct themselves in a professional manner.
- Exercise good judgment, maturity, and diplomacy.
- Be open to change.