

Office Manager

Youth Assisting Youth (YAY) is seeking a self-starter with initiative who can provide administrative support to the Management Team and organize and coordinate office administration and procedures to ensure organizational effectiveness, efficiency and success.

You are experienced in handling a wide range of administrative and executive support tasks and are well organized, flexible and enjoy the administrative challenges of supporting an office of diverse people. You will be responsible for developing and streamlining administrative procedures and work closely with all staff to provide support as needed relating to Agency operations. You will also directly oversee the Reception Desk staff and task delegation. You are able to work independently with little or no supervision.

Must have proof of Covid-19 double vaccination and a booster.

Responsibilities

- Provide administrative support to the Management Team
- Provide secretarial and administrative support and develop and maintain computerized and manual filing systems for the Management Team (CEO, the Director of Development, Director of Programs & Client Services and Program Manager)
- Organize and coordinate office administration and procedures to ensure organizational effectiveness, efficiency and safety
- Orient, train and supervise the receptionist and reception desk volunteers
- Assist the Management team and Program staff with various administrative duties, such as copying, calls, faxes, flyers, and projects as assigned
- Work cooperatively with the Management Team to complete reports and documents in a timely manner and provide other administrative support as requested
- Support file management for the Management team including organizing electronic files
- Support administrative functions of YAY Fundraising and Youth events
- Administer the computer network, (assign/modify user information, perform server back-up), train and assist staff with software and hardware issues, troubleshoot problems and liaise with outside computer consultants to ensure effective operation of the system.
- Knowledge of and experience with LAN systems and with computer software is necessary
- Maintain the staff data portal and provide support to staff when updating the portal
- Assist with input and recording of statistical data related to all program services and complete reports as required
- Keep and maintain records required by Management and Program staff
- Ensure all disbursements are backed up with receipts and/or requisition forms
- Maintain general office forms (fax, courier, etc.)
- Perform other related duties as assigned

Required Education, Skills and Qualifications

- Related post-secondary degree/diploma in Office Administration or Administrative Assistant
- Three to five years of administrative experience and demonstrated client service experience
- Excellent written/oral communication skills – strong command of the English language and strong organization skills are required
- Expert knowledge of Microsoft Office package, particularly Word, Excel and Outlook, and Adobe Acrobat as well as internet and e-mail, database, and data back-up
- Friendly with excellent interpersonal and customer service skills including high-level of diplomacy, patience, and tact with experienced customer service expertise
- Demonstrated interpersonal, oral communication and relationship management skills
- Excellent written skills and proven ability to develop clear, concise and comprehensive written and oral reports
- Superior organizational skills, excellent attention to detail, and ability to multitask and prioritize workload
- Excellent judgment in setting priorities, identifying issues and determining action required when working under pressure and deadlines
- Ability to work independently as well as in a team
- Able to work flexible hours when required
- Experience in the non-profit sector is an asset
- Speaking a second language is an asset
- Staff must have proof of Covid-19 double vaccination with a booster

Compensation – This is a full time contract position. Salary will be commensurate with experience.

How to Apply:

If you are dedicated to positively impacting the lives of children and youth and are interested in joining a dynamic team of highly qualified professionals at Youth Assisting Youth please forward your resume with a cover letter that provides a detailed description of how your education, skills and experience match the above position, to John van Rhee, Program Director, Youth Assisting Youth, by email to jvanrhee@yay.org or by fax to: 416-932-1924. We thank all applicants for their interest but only those selected for interviews will be contacted.

About Youth Assisting Youth youthassistingyouth.com

Youth Assisting Youth grows the leaders of tomorrow through peer mentorship of at-risk and newcomer youth. For over 44 years, it has paired volunteer young adult mentors aged 16-29, with youth ages 6-15 to engage in activities to develop mind, body, character, and leadership skills. Our non-profit connects volunteers to meaningful mentorship experiences that profoundly impact the most vulnerable youth and their families in communities across Toronto and York Region areas.

COVID-19 considerations:

Vaccination is a key element in the protection against the hazards of COVID-19. YAY has adopted a Mandatory COVID-19 Vaccination Policy. Employees, seasonal/part-time staff, volunteers & youth are required to be fully vaccinated with a booster.

A current vulnerable sector police criminal record check is required for this position