

Job Description – Administrative Assistant

Job Title:	Administrative Assistant
Reports to:	Executive Director
Position	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input checked="" type="checkbox"/> Contract
Salary	\$50 per client.
Hours:	Average 3 hours per client.
Additional:	At this point STM leader trains approximately 40 clients a year, the role of the Admin assistant will allow us to grow our clientele. Hours are to be spread over the week to ensure client contact is frequent.

Job brief

The role of the Administrative assistant is to take as much administrative work away from the Executive director as possible in order to allow him to bring in more business. In order to do this the Admin assistant manages the administrative tasks of STM Leader to ensure efficient operation.

You will support the executive director and clients through a variety of tasks related to organization and communication. You will communicate via Skype, phone and email to ensure all administration tasks are completed accurately and delivered with high quality in a timely manner. The Admin assistant performs various duties and must be flexible

(“Clients” refer to all present and future clients of STM Leader including but not limited to Leadership Certification, mission Volunteers, Churches, Hosts, and Partner Agencies)

Duties and Responsibilities

The following is a description of the major responsibilities of the role.

Process flow

- Determine processes, resources and tools to streamline and better facilitate the work of STM Leader
- Improve administrative systems by studying methods, increasing efficiency and implementing cost reductions.
- Manage all STM Leader clients through our processes

Information management

- Organize and update accurate records for our clients
- Maintain the organization's databases and files

Training

- Send training resources to clients in a timely and clear manner.
- Organize and schedule training sessions and appointments for STM Clients

Client contact

- Welcome clients to our process by professionally relaying appropriate information, answering questions and requests, and initiating friendly support
- Reply to general information requests (email, telephone or face to face) with timely and accurate information
- Communication with hosts for on-boarding purposes

Team support

- Provide administrative support to management and other staff
- Contribute to team effort by accomplishing related tasks as needed.

Financial

- Manage billing of clients to ensure payment to the STM Leader
- Process accounts receivable ensuring timeliness and accuracy of information
- Assist with financial reports as required



Administrative Assistant Skills and Qualifications:

Administrative Assistants should demonstrate competence in the following skills:

Warm and Friendly to Clients, Professional and maintains discretion and confidentiality, Management of Processes and Database, Excellent Written and Verbal Communication Skills, Microsoft Office Skills, Flexible through multiple and changing priorities, Attention to detail and problem solving, Excellent time management and ability to multi-task and prioritize work, High level of accuracy.

Experience

- 2+ years of experience in an office setting
- High School graduation
- International travel/work experience
- Faith in Christ

Working Conditions

- STM Leader is a virtual organization and the Administrative Assistant will need to work independently.
- The Administrative assistant will use his or her own computer and cel phone.
- Administrative Assistants should be available to respond to clients throughout a regular work-week (M-F)
- Occasional additional support required on weekends for special events or emergency situations with clients.

Physical Requirements

N/A

Direct Reports to the Role

None. The Admin Assistant may, on occasion, coach a client or work with another volunteer on a project.

If you are interested in the position, please send a cover letter and resume to:

Mark Crocker
mark@stopover.ca

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