



TEEN CHALLENGE CANADA

JOB DESCRIPTION – PROGRAM ADMINISTRATIVE ASSISTANT

Terms of Employment:	Full-time	Department:	Program
Position Type:	Administrative	Reports To:	Centre Director

THE OPPORTUNITY:

The primary responsibility of the Program Administrative Assistant is to provide clerical support to the Program at Teen Challenge. Responsibilities include, greeting and screening visitors, maintaining a high level of professionalism and confidentiality, answering and referring inbound telephone calls and incoming emails, filing and assisting with scheduling appointments when necessary. Other responsibilities include, coordinating meetings as required, supporting day-to-day operations, liaising with staff and departments, providing information pertaining to our organization and ministry.

CULTURE:

We continue to focus and help create an environment where employees, clients and visitors are treated with dignity and respect. Fairness, individual development and recognition, teamwork, support for family and community are all hallmarks of Teen Challenge's workplace. We are committed to delivering programs and services that enhance our culture and make Teen Challenge an employer of choice. We believe in compassion, collaboration and have high standards to living out the values and ensuring we contribute to the success of the organization and each other.

JOB DUTIES AND RESPONSIBILITIES:

- Respond to telephone, e-mail, and in-person inquiries from visitors, vendors, staff, and other parties
- Refer all inquiries to the appropriate individuals and/or departments across the organization
- Take and record telephone, e-mail, or written messages for staff members
- Type forms, letters, reports, and memos as necessary
- Receive and distribute all forms of paper correspondence.
- Organize, maintain, and coordinate office records and files in their proper locations.
- Where necessary, assist in the compilation of data for various reports
- Assist with the coordination of the logistical aspects of departmental programs, such as meetings, special projects, and events
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency
- Administer and manage inbound/outbound mail, including priority post, packages, courier Arrange and book meetings when required and necessary to do so
- Present a positive and professional image of Teen Challenge to all visitors, volunteers, clients, staff, inquiries, and other interactions
- Ensure all forms, reports and documentation are completed as needed
- services, and other correspondence
- Maintain the front desk area in a tidy and presentable manner
- Accept and monitor inbound shipments as necessary

Other duties assigned by the Centre Director

QUALIFICATIONS, SKILLS AND ABILITIES:

- Minimum of Grade 12 high school diploma
- Minimum 1-3 years of relevant work experience, office administrative background preferred
- Exceptional written and verbal communication skills
- Professional and pleasant demeanor
- Strong administrative skills and positive team attitude
- Superior telephone manners and strong interpersonal skills
- Solid interpersonal skills that allow one to work effectively in a diverse working environment
- High level of sound and independent judgment, reasoning, resourcefulness, flexibility, adaptability, leadership and discretion
- Demonstrate ability to clearly transmit and receive information by email, phone and in person
- Proficient in Microsoft Office Productivity Software
- Excellent attention to detail and ability to adapt to within a changing fast paced environment
- Self-motivated, results-driven and able to work well under pressure
- Excellent time management skills and ability to prioritize and organize tasks at hand
- Apply patience, kindness and compassion on a daily basis
- Ability to coordinate, motivate and inspire clients and volunteers

WORKING CONDITIONS:

- Manual dexterity required to use desktop computer and peripherals
- Intermittent physical activity including walking, standing, sitting, and lifting.
- The atmosphere may vary from a calm to a fast paced setting depending on daily events
- Operate office equipment including computer, photocopier, scanner, phone, headset and other office equipment as necessary
- Overtime as required

OUR VALUES:

We Are Christian - We believe that God is the catalyst for change for people with life-controlling drug and alcohol problems.

We Are Committed To Those Who Are Addicted - We believe that a balance of love, accountability and training are required to prepare the individual for successful re-entry into society.

We Value People - Our clients, donors, staff, volunteers, churches, board members and advisory councils are appreciated and worthy of respect and honour.

We Are Stewards - We are committed to managing wisely all resources entrusted to us recognizing that we are ultimately accountable to God.

There Is Hope! - Life-controlling addictions can be permanently overcome!

Approved By:	Director of Centre Operations
Date Approved:	June 2023
Date Reviewed:	July 2026