



JOB DESCRIPTION

ADMINISTRATIVE COORDINATOR

POSITION TYPE: Full Time – 35 hours per week

REPORTS TO: Manager of Recreation and Community Services

DESCRIPTION

The Administrative Coordinator is responsible for the day-to-day office administration, program registration, payment processing and management of reception area and general customer service.

Role and Responsibilities

- Creating, reviewing, and developing efficient office administration procedures
- Serving as the primary receptionist (answering and directing incoming calls, assisting visitors, and replying to all web-based enquiries)
- Assisting with clerical/bookkeeping duties
- Tracking and managing program equipment
- Providing administrative support for recreation programs and events
- Supporting staff and contract instructors
- Communicating with RM on building maintenance concerns
- Managing office services such as water delivery, supplies, and cleaning
- Providing support to manage IT issues and upgrades
- Managing software accounts and phone systems
- Processing payments
- Daily office upkeep

Qualifications

The Administrative Coordinator must demonstrate the following skills:

- Exceptional organizational skills and strong attention to detail
- Friendly, service-orientated personality
- Self-motivated, resourceful, and energetic
- Verbal and written communication skills

- Effective decision making and problem solving
- Ability to prioritize, organize and multi-task to meet deadlines and program requirements
- Proficient in Office 365 (Word, Excel and Outlook), and Constant Contact
- Flexibility to adjust to dynamic work environment

Knowledge & Ability

- Experience and knowledge of recreation services delivery would be beneficial
- Ability to work with minimal supervision and in a team environment
- Ability to maintain effective working relationships
- Ability to provide excellent customer service to public, community organizations, volunteers and municipal partners
- Ability to prioritize and multi-task
- Ability to handle confidential and sensitive information

Education and Experience

- Minimum high school education or equivalent
- Business Administration or training in office administration preferred
- Registration and reservation software experience preferred

Working Conditions:

- Travel using a personal vehicle is a requirement for this position
- General office hours are 8:30 am – 4:30 pm
- Some requirements to work irregular hours to participate in off hour programs, meetings and events