



## Office Administrator

### Job Summary

General office duties  
Community Response Team (CRT) admin support  
Booking and setting up Zoom meetings  
Organize staff training sessions  
ShareVision administrator  
Kardel website administrator  
Provide assistance with special projects as required by Manager of HR, Director of Quality Assurance, Director of Finance, Director of Contracted Services, and CEO

### Reports to

Director of Finance

### Key Duties and Responsibilities

#### General Office Duties

- Visitor reception, phone calls and inquiries.
- Receive and distribute mail and faxes.
- Schedule office building/equipment maintenance
- Relay technical support issues to IT and help with general IT troubleshooting
- Criminal Record Check (CRC) Administration – BCeID/tech support/access issues and sharing form requests when required and distribute CRC results.
- Coordinate and distribute on-call manager schedule
- Update and maintain operational contact information
- Ordering office and program supplies
- Monitor and maintain all common office computers and equipment including virus scans and updates
- Assist with advertising for employees
- Prepare and process feedback surveys utilizing Survey Monkey for excluded manager performance reviews, families and advocates, persons supported, Home Share Provider feedback, and Home Share Quality of Life Surveys.

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- Assist Director of Finance in managing archived files /storage areas
- Support Home Share Coordinators with document drop off/pick up and contract signing for Home Share Providers
- Maintain and reconcile office petty cash

### **CRT Administration Support**

- Process CRT referrals, set up new files in ShareVision
- Process referrals for Psychiatric Clinic
- Schedule appointment times for Psychiatric Clinic
- Assist with virtual clinic setup and support
- Format Psychiatry reports and distribute to appropriate stakeholders
- Generate monthly CRT activity reports for CLBC
- File reports from CRT Coordinator/Behaviour Consultant in ShareVision
- Convert paper files to electronic files in ShareVision

### **Staff Education**

- Organize staff training sessions as requested by DHR/DQA/CEO/Nurse Consultant
- Conduct and tabulate training feedback surveys.

### **ShareVision**

- Tech support as required
- Collaborate with SV support person as new forms needed and for advanced technical needs
- Creates and maintains training courses within program
- Set up new employees with SV access and Shaw email access as required/terminate staff no longer employed
- Scan and upload documentation for group homes, home share and community inclusion programs and set up profiles/contacts for new people supported.
- Scan and upload new contracts and quality of life reports for Home Share
- Maintain and update all staff emergency contacts
- Make relevant information available on the Announcements page.
- Manage “Resources” page – add/remove items as appropriate, ensure links are up to date
- Additional responsibilities as required

### **Administration of Social Media**

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- Assist with “News and Events” Twitter feed with information relevant to all stakeholders. Assist with maintaining content on Facebook page, and Instagram as needed.
- Maintain all other content on website i.e. Organizational chart, personnel changes, contact numbers, email addresses

### **Other duties as assigned**

### **Qualifications**

#### **Education, Training and Experience**

A certificate or degree in a related field and/or at least two years of administrative experience preferably in the human services sector.

#### **Job Skills and Abilities**

- excellent interpersonal and communication skills.
- well developed written skills.
- demonstrated organizational abilities.
- typing and computer skills

**Rate of Pay:** \$25.00-\$26.50 per hour based on experience

#### **Additional Information**

This is a 37.5 hour per week position. Work hours are between 8:30 a.m. and 4:30 p.m. Monday through Friday. This is not a remote position.

**Please send your CV and cover letter to [hassistant@kardel87.com](mailto:hassistant@kardel87.com)**

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