



PTP Job Description

Job Title: *Administrative Assistant*
Reports to: *Manager*

Job Description:

The Administrative Assistant is responsible for carrying out administrative duties critical to the effective and efficient running of the centre. Responsible for direct service to participants in certain areas, the Administrative Assistant is expected to maintain very high standards of customer service and support to clients.

Duties and Responsibilities of this position include:

1. *Answering the telephone and directing incoming calls to the appropriate person*
2. *Responding to public queries with general information about the programs and directing more specific queries to the appropriate person*
3. *Book appointments for initial assessments or refer clients to more appropriate services if required*
4. *Prepare letters, documents and schedules as required*
5. *Facilitate weekly program orientation session for new students*
6. *Maintain and reconcile petty cash monthly*
7. *Retrieving and responding to PTP email on a daily basis*
8. *Maintaining the participant database on a weekly basis*
9. *Monitoring attendance at the program and keeping attendance records for reporting purposes*
10. *Conducting follow-up calls to graduates and recording information gathered for reporting purposes*
11. *Prepare reports as required*
12. *Coordinating and distributing participant transportation supports*
13. *Collating orientation packages, photocopying documents and preparing materials as required*
14. *Filing and maintaining both electronic and hard copy office records*
15. *Ordering supplies and ensuring the centre is stocked to meet program needs*
16. *Attending meetings as required*
17. *Adhering to PTP policies*
18. *Undertaking other tasks as assigned*

This position supervises:

- *Volunteers on occasion*