



# Employment Service

905-727-3777 222 Wellington Street East, Main Floor



<b>Job Title</b>	<b>Program Assistant</b>		<b>Job #</b>	<b>2001012</b>
<b>NOC / NAICS</b>	1241 / 641420	<b>Date</b>	January 23, 2020	
<b>Location</b>	<b>Newmarket:</b> Leslie / Gorham	<b>Wages</b>	\$18.00 /hour	
<b>Experience (Yrs.)</b>	<input type="checkbox"/> 0-1 <input type="checkbox"/> 1-3 <input checked="" type="checkbox"/> 3-5 <input type="checkbox"/> 5+	<b>Hours/Week</b>	Up to 36 hours/week	
<b>Employment Type</b>	<input type="checkbox"/> Perm <input checked="" type="checkbox"/> Temp <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	<b>Schedule Availability</b>	9am-5pm, (Tuesdays 12:30-8:30)	
<b>Benefits Available After Probation Period</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes:			
<b>Workplace / Physical Requirements</b>				
<b>Company</b>				
<p>The Program Assistant plays an essential role in supporting staff, participants, volunteers, and the organization as a whole. The Program Assistant is responsible for a broad range of customer service, administrative, outreach and marketing functions. The ideal candidate is highly organized, flexible, thrives in a busy environment and has a welcoming demeanor. Experience working in a small non-profit organization is desirable.</p>				
<b>Job Duties</b>				
<ul style="list-style-type: none"> <li>• Provide reception and be the first point of contact (in person, by phone, and by email) for participants, volunteers, and the public. Schedule appointments and meetings for participants, programs and staff.</li> <li>• Provide administrative and office support (bank deposits, petty cash, mail, supplies, telephone system, facility and office upkeep).</li> <li>• Create and maintain program communications, documentation, databases, Google forms, spreadsheets, inventories, and office signs (including annual reports, e-blasts, and newsletters).</li> <li>• Participate in health and safety initiatives and perform administrative functions to ensure compliance.</li> <li>• Plan and coordinate events, including the AGM, workshops, and other events as directed.</li> <li>• Assist with volunteer recruitment, registration, training and recognition program.</li> <li>• Coordinate and maintain organization’s membership program.</li> <li>• Assist with registering participants, providing referrals, and assisting participants with courses as needed.</li> <li>• Collect data and information from participants and social media channels for follow-up and evaluation and analysis.</li> <li>• Develop content, schedule, and execute social media posts and campaigns for all social media platforms (Instagram, Facebook, Twitter and Website)</li> <li>• Assist in video production and editing</li> <li>• Distribute, track distribution and maintain print-based marketing materials.</li> <li>• Liaise with community, regional, and provincial groups and agencies and the media to develop and maintain relationships and promote community awareness through speeches and presentations.</li> <li>• Compose thank you letters to donors and administer donation receipt process.</li> <li>• Proactively recognize and pursue opportunities to advance the organization, particularly with regard to public awareness and fund development</li> </ul>				

### Requirements / Candidate Profile

- **Post-Secondary Education or related education in business administration, social services, marketing, communications or related field.**
- **3-5 years of office experience in an administrative role.**
- Experience in administration, marketing, and/or customer service is strongly preferred.
- Experience related to special events, fundraising, and social services and work in a non-profit environment an asset.
- Experience in website maintenance and managing social media channels (Twitter, Instagram, and Facebook)
- Knowledge and experience in social media measurement tools
- Strong verbal communication and presentation skills.
- Exceptional written communication, proof-reading, and editing skills.
- Excellent customer service skills and effective relationship management experience and skills to work with multi-sectoral partners
- Self-motivated, organized, attentive to detail, creative, resourceful, flexible, able to work with a team and independently, able to effectively manage multiple responsibilities and priorities and able to troubleshoot and solve problems proactively
- Exceptional skills in Windows-based environments, using MS Office (Word, Excel, Access, PowerPoint, and Outlook)
- Knowledge of and experience with Adobe, Mail Chimp, Zoho, Canva, Google forms and Dropbox.
- The successful candidate must undergo a criminal reference check as a condition of employment.
- The successful candidate must have a valid Ontario driver's license and use of a vehicle

### How to apply

**To apply please submit Resume AND Cover Letter to [HRQR@rncs.ca](mailto:HRQR@rncs.ca) for pre-screening and consideration. Include a note indicating why you are a good fit for this position.**

### Disclaimer

*RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.*