



## **Administrative Assistant, Full Time**

### **The Organization:**

Providence Farm is a therapeutic farm nestled at the base of Mount Tzouhalem in the Cowichan Valley on Vancouver Island, British Columbia. Since 1979, the Vancouver Island Providence Community Association, a registered charity and non-profit society, has been operating creative and innovative programs at the Farm for adults in the Valley with mental health issues, brain injuries and physical and emotional challenges.

### **Purpose of Position:**

The Administrative Assistant, Full Time, is responsible for daily operations of the Providence Farm Main Office and Reception, and supports the work of senior management, other staff, and the Board of Directors.

### **Job Requirements:**

Timely completion of reception and administrative duties in the main office of Providence Farm, reports to Director of Operations.

### **Key Skills & Abilities:**

This position requires administrative skills in written and verbal communication, organization, time management, problem-solving and attention to detail.

Proficiency in the use of computers and software, including:

- Microsoft Office Suite (Word, Outlook, Excel, Access)
- Database Management (Keela, Base Camp, My Committee)
- Search engine proficiency
- Ability to key a min. of 50 wpm
- Audio/Video communications (Skype, Zoom, MS meetings etc.)
- Basic design and layout software (newsletters, Canva etc.)

Proficiency in the use of other office equipment, including:

- Voice messaging systems, Fax, Photocopier, Printers, Scanner

Excellent oral and written communication skills, including:

- Knowledge of professional audio/video communications protocol
- Ability to work cooperatively and effectively with others to set goals, resolve problems, and make decisions to enhance organizational effectiveness
- Commitment and ability to maintain positive working relationships with others, both internally and externally
- Desire to work with the public as well as with people with diverse abilities.

Excellent organizational and time management skills, including:

- Ability to set goals, develop a work schedule, and undertake self-directed tasks when necessary
- Capacity to prioritize by assessing situations to determine urgency
- Ability to make clear, timely decisions and complete work within deadlines
- Attention to detail
- Clear comprehension of privacy and discretion in information management
- Use of appropriate language on Farm radio (walky talky)

## **Duties & Responsibilities:**

### **Reception**

- Greet visitors to Providence Farm in a professional and friendly manner
- Answer telephones and transfer to appropriate staff members
- Meet and greet participants and visitors, and assist them with finding who or what they are looking for
- Speak knowledgeably about Providence Farm programs, history, mission, and activities & distribute appropriate Farm printed material re inquiries

### **Office Administration**

- Create and modify documents using Microsoft Office as required
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing
- Maintain hard copy and electronic filing systems
- Research, price, and purchase office supplies and supervise and maintain necessary stock of various items
- Using various applications –
  - maintain updated database re members, donors, sponsors, allotment gardeners, etc.
  - create mailing labels, reports, thank you letters/cards, membership renewal notices, and donation tax receipts.
- Act as Keeper of the Keys
  - secure and oversee distribution of keys and use of sign-out sheet
  - maintain and update numbered list
  - ensure new/extra keys are cut and available as needed
- Phone answering, messages, mail & email –
  - Determine need and purchase postage
  - Deliver outgoing mail, pick up incoming mail at box; distribute onsite.
  - Receive general Farm emails: delete, forward, answer as necessary
  - Sign for and distribute courier packages
- Provide office support and assistance with Farm events

- Eg. Membership events such as Annual General Meeting, Volunteer Appreciation; fundraising events including Annual Giving Campaign, Christmas Craft Fair, etc.

- Member mailouts: Ensure database is updated, including list of corporate members
- Work with Bookings Manager to ensure rentals run smoothly,
- Program security codes into alarm system – decode as necessary.
- Attend Staff and Health & Safety meetings and record, type, distribute, and archive minutes
- Receive, organize, distribute, and archive materials for meetings of the Board of Directors and VIPCA membership
- Receive, receipt, and secure incoming payments, donations, and other monies.
- Manage and re-order supplies of printed Farm materials, including brochures, envelopes, business cards, name tags, etc.
- Assist management and board with correspondence
- Remain knowledgeable on location of staff, participants, volunteers, and visitors; who is off site, who is on site (visitors), for how long, why, etc.
- Perform other duties as needed or assigned.

**Physical Requirements:**

- Occasional standing/walking; frequently seated.
- Occasional stooping, kneeling for file retrievals.
- Clean, well groomed (must follow the Farm's dress code).

**Compensation:**

\$25.04 – \$28.74 per hour.

Permanent, full time-time position

2 weeks vacation increasing to 3 weeks after successful probation period according to Farm policy

**Hours of Work:**

Monday to Friday 8:30am to 4:00pm with bi-weekly staff meetings at 8am every second Thursday.

**Diverse:**

Mandatory three-month probationary period.

Farm lunches available for purchase \$4/meal (when in service).

Farm policy manual requires review and signature for agreement.

**Conditions of Employment:**

- Valid Criminal Record Check (vulnerable sector)

**Wellness Statement:**

The Farm acknowledges the importance of healthy lifestyles and workplace wellness. It is the

expectation that all Personnel will maintain their psychological, physical, spiritual and intellectual health and function as role models to the Participants of the Farm and each other.

The Farm contributes to workplace wellness by maintaining a healthy workplace within the financial constraints of the Farm and in partnership with the Personnel of the Farm.

**Job posting deadline:**

To be considered for this position, please submit your resume and cover letter by email [jobs@providence.bc.ca](mailto:jobs@providence.bc.ca) or mail/deliver it to Providence Farm, 1843 Tzouhalem Road, Duncan.

Only those applicants short-listed for an interview will be contacted, but the Farm thanks all applicants for their interest in working at Providence Farm.

Providence Farm  
1843 Tzouhalem Road  
Duncan, BC V9L 5L6  
[www.providence.bc.ca](http://www.providence.bc.ca)  
Registered charity: 11928 1780 RR0001