

**CANADIAN DENTAL HYGIENISTS ASSOCIATION
POSITION DESCRIPTION**

POSITION TITLE: **Administrative Assistant**

REPORTS TO: **Director of Finance & Operations and
Director of Marketing & Communications**

SCOPE OF POSITION

This position provides administrative support to the Finance & Operations and Marketing & Communications departments. Essential skills include a strong commitment to customer service, excellent administrative and organizational skills with strong attention to detail, and effective written and oral communication skills in English.

KEY RESPONSIBILITIES

Finance & Operations Support (50%)

- Processes all incoming and outgoing mail
- Provides fax and photocopying support.
- Books meetings and coordinates meeting logistics.
- Supports HR activities as directed by the finance & operations director, including recruitment, onboarding, recognition, staff training, events and development.
- Maintains upkeep of the office, including copier room, boiler room, kitchen, bathrooms, front and back entrances, storage rooms and reception area. Orders supplies for respective areas.
- Places service and repair calls related to the physical office building maintenance & repair, security services and office equipment as required (e.g. copier, lighting & electrical, heating & cooling, cleaning & recycling, plumbing, gas, snow removal, windows, parking etc.).
- Coordinates new office furniture and equipment purchase and installation.
- Drafts/responds to routine correspondence and refers complex issues to appropriate parties.
- Acts as a back-up and provides extra telephone reception service as required.
- Supports finance & operations records management – hard copy and electronic.
- Takes notes at Finance & Operations team meetings and other meetings as required, noting actions requiring follow-up.
- Provides direct support to the director of finance & operations and other members of the finance & operations team as required and assigned by the director.

Marketing & Communications Support (50%)

- Provides admin support for a variety of MarCom programs including NDHW and other campaigns and contests.

- Prepares (printing, packaging, shipping) mailings and shipments. E.g. Student recruitment packages, author mailings, National Dental Hygienists Week (NDHW), etc.
- Supports media relations program for the association, maintains media lists, ensures release distribution, coordinates responses to media requests.
- Contributes to research, proofreading and publication of documents as required.
- Provides admin support for production of Oh Canada magazine and other publications including management of publication archives.
- Maintains inventory of promotional supplies and makes purchases as directed
- Administers Job Board Postings.
- Assists with quality assurance of website by submitting content, coordinating projects in Basecamp and proofing areas of the website to ensure accuracy.
- Assists with distribution of mass emails and surveys via Survey Monkey/Doodle Poll, etc.
- Supports MARCOM records management – hard copy and electronic.
- Assists with trade show preparation.
- Provides direct support to the director of marketing & communications and other members of the MarCom team as required and assigned.

CONTACTS

Internal Contacts

- Staff at all levels

External Contacts

- CDHA members
- Regulatory Bodies
- Provincial Associations
- Media
- Companies providing goods and services for the Association
- Public

DECISION MAKING AUTHORITY

- Makes independent decisions and actions related to above responsibilities

FORMAL EDUCATION AND TRAINING

- Post Secondary Education

EXPERIENCE

- Three years progressively responsible administrative experience

KEY SKILLS & QUALIFICATIONS

- Resourceful with high level of organization, orderliness and attention to detail
- Able to provide excellent customer service
- Database experience (iMIS preferred)
- Thorough knowledge of Microsoft Office Suite (MS word, PowerPoint, Excel) and Adobe products
- Knowledge of office equipment and procedures
- Team player
- Excellent communication skills, both written and verbal, with confident telephone manner and professional attitude

DESIRABLE QUALIFICATIONS

- Bilingual
- Knowledge of Basecamp is an asset
- Knowledge of SharePoint is an asset
- Previous experience in a professional association

Approved: October 22, 2019