

Training Innovations

Administrator – Employment Resource Centre

As an Administrator at Training Innovations, you will manage the front office and reception services, and support on-site projects by providing professional customer service and reception services on the telephone and in person, and entering and managing project data. In this multi-faceted role, you will also provide support by coordinating use of office space, trouble-shooting office technologies, and supporting office supply and resource management orders.

Success in this role is measured by:

- Creating a warm, welcoming and professional first impression for site visitors
 - Promptly, informatively and courteously responding to phone and face-to-face inquiries
 - Courteously and efficiently scheduling appointments and maintaining appointment availability utilizing electronic office scheduling software
 - Continuously evaluating existing processes and systems and proactively seeking opportunities to improve or streamline ineffective or inefficient processes or systems
 - Providing administrative support in the areas of word processing and document preparation, filing systems maintenance, mail and fax distribution and other administrative expertise to team lead and colleagues
 - Consistent function of office technology and availability of office supplies such that site operations are seamless and efficient
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Qualifications and Experience

- Previous experience in an administrative role, ideally one year or more or combination of administrative training and customer service experience
- Preference for individuals who have worked in environments requiring maintenance of confidential information and materials
- Sound working knowledge of MS Office, Internet and Email applications
- Outstanding communication and interpersonal skills, including warm and professional telephone demeanour and face-to-face service delivery.
- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit.

Core Competencies

Time Management—Able to manage multiple demands, prioritize according to time constraints and deadlines, and multi-task effectively

Customer Service—Present a friendly and approachable demeanour and exhibit sound judgement, warmth and professionalism in all interactions with clients

Communication Skills—Demonstrated excellence in written and verbal communication to clients, stakeholders and colleagues

Problem-Solving—Proven ability to quickly assess challenges or difficult situations and proactively and resourcefully generate solutions

Information Management—Demonstrated ability to collect, organize and/or distribute information in a timely manner

Confidentiality—High degree of awareness of the importance of confidentiality and ability to uphold the highest level of confidentiality and discretion in all interactions and information management with clients, team lead and colleagues

Culturally Aware—Exhibit respect and tolerance in all interactions with internal and external customers and colleagues

Technologically Savvy—Demonstrated skill in using various technologies and software applications in every day work and ability to perform basic trouble-shooting with or without the assistance of technological manuals

Areas of Accountability	Key Activities & Best Practices
Client Service	<ul style="list-style-type: none"> ▪ Greet, welcome and ask how you may assist each client who enters the office ▪ Notify colleagues when their appointments arrive; ensure that clients are informed of any delays ▪ Upon arrival for appointments, provide clients with forms or documents to fill in as required to support project service delivery ▪ Respond to client inquiries about services and on-site project(s) or direct client questions to appropriate colleagues ▪ Be able to articulate in person or by phone the range of Tii's services that are available to individuals and organizations; feel confident in assessing when it is best for a program or project representative to respond to an inquiry ▪ Arrange appointments for individuals within reasonable time frames as outlined in our Quality Assurance plan ▪ Maintain confidentiality of client information whether addressing individuals in person or by phone; ensure that provision of information is guided by privacy standards ▪ Model respect and tolerance in all interactions and exhibit ability to work with individuals with diverse backgrounds and cultures ▪ Maintain professionalism and model excellent customer service when responding to client complaints or when dealing with challenging or disruptive clients; involve team leads as appropriate
Project Administration & Data Management	<ul style="list-style-type: none"> ▪ Administer surveys as part of ongoing Quality Assurance measures ▪ Record marketing statistics (client sources) for all ERC clients booking intake appointments; compile statistics at month-end ▪ Remain highly aware of client demand for services and work with Project Manager to ensure that sufficient appointments are available for clients ▪ Maintain, adjust or establish client and project filing systems that meet Tii's privacy and quality standards ▪ Create forms, client files, group participation lists, sign up sheets, signs, labels, schedules, materials, certificates, reports as required to meet the requirements / quality assurance of the project. Manage ongoing storage, modifications and access to these materials ▪ Ensure that document formatting is organizationally consistent ▪ Ensure that communications inside and outside of Tii are professional in tone and written in a manner consistent with the organization ▪ Manage the storage of archived files for past, current and new onsite projects in accordance with privacy legislation and specific project requirements ▪ Enter client information into project databases and ensure integrity and accuracy of database information
Facilities	<ul style="list-style-type: none"> ▪ Ensure that use of meeting rooms and office space is coordinated and scheduled ▪ Ensure that the office environment, boardrooms and workrooms are clean, well organized and conducive to staff and client use ▪ Act as first point of contact for providing staff with security cards, alarm codes, keys and other site security information or tools; as necessary ▪ Be involved with orientating new staff to site and security protocols ▪ Complete site security check at end of day to ensure that clients are off-site, the premises is secure and meetings rooms and office spaces are prepared for next day's operations

<p>Resource, Supplies & Equipment</p>	<ul style="list-style-type: none"> ▪ Monitor office supply levels and work with administrative team and project lead to maintain appropriate levels of supplies on site ▪ Trouble-shoot technical equipment such as photocopiers, fax machines, printers and telephone systems and work with your lead to assess the need for additional technology servicing ▪ Develop and/or maintain a user-friendly and organized system for storing office supplies on site ▪ Maintain service records and files for all office equipment
<p>Information Technology</p>	<ul style="list-style-type: none"> ▪ Maintain telephone equipment operations and system greetings according to office hours schedule and pre-set systems ▪ Ensure coverage of front desk and reception at all times and coordinate coverage of breaks, vacations or time away from the office ▪ Provide orientation and instruction to colleagues for maintaining greetings and telephone operations ▪ Develop and maintain sound working knowledge of proprietary databases and internal computer applications to ensure efficient project operations ▪ Trouble-shoot computer systems such as internet, email, and backups of colleagues and server computers while seeking support through the appropriate support systems when necessary.
<p>Organizational Engagement</p>	<ul style="list-style-type: none"> ▪ Actively engage in organizational and/or project meetings, ensuring a solid understanding of business and project priorities, changes and operations ▪ Participate in ongoing performance support with your team lead including identification of internal and external professional development opportunities ▪ Participate in project meetings offering and championing administrative solutions that support the deliverables of the project(s)