

Administrative Coordinator– job description

The Ontario Disability Employment Network (ODEN) is a professional body of employment service providers united to increase employment opportunities for people who have a disability. We have over 140 members from across the province that support people of all disability types.

Our Vision

That all people who have a disability in Ontario have access to the labour force and the ability to achieve meaningful employment.

Our Mission

- **Remove barriers** that limit employment opportunities for people who have a disability
- **Developing marketing initiatives** and education for the business and corporate sector about the merits of including people who have a disability in the workforce.
- **Improve the skills and competency** of employment service providers through networking, information sharing, training, and the promotion of best practice.
- **Work with government** on issues that impact service delivery and employment service providers' ability to help people who have a disability achieve their employment goals.

Mandate – Centre for Excellence in Employment Services

ODEN operates the Centre for Excellence in Employment Services. The mandate for the Centre for Excellence is to ensure Ontario builds and maintains the best possible employment service delivery network through five core areas of work – promoting innovation and best practice; providing top notch training and development for professionals in the sector; providing consulting assistance; engaging the business community; and supporting community networks.

Core Principles

We subscribe to some basic but core principles in our work

1. Our job is to make it practical and simple for both businesses and service agencies to work together and increase employment for job seekers who have a disability
2. We respond to all customer requests – businesses and employment service agencies in a timely manner
3. We uphold a high standard of professionalism in all we do
4. We operate and act with honesty and integrity

Our Team

We are a dynamic team, comprised of a Chief Executive Officer, Director of Development and Capacity Building, Director of Special Projects and Innovation, a team of Diversity and Inclusion Specialists, Director of Business and Financial Services, Administration and Membership Coordinator, and a Communication Strategist. ODEN team members work from home offices and collaborate in person via virtual platforms and scheduled, in-person meetings.

The Diversity and Inclusion Specialist has expertise in training and consulting for the business and/or disability service sector, with a focus on Diversity, Equity, and Inclusion.

The Administrative Coordinator provides administrative support functions for the Director and Trainers.

Roles and Responsibilities:

Administrative Support

- Screens and responds to telephone and email inquiries from the public, clients, suppliers, staff, and external agency representatives
- Relays messages, records details and refers to appropriate individual as well as personally responds to routine calls
- Creating forms, templates, format and update all documents and materials as necessary
- Scheduling trainings and meetings for the team, including the registration page(s)
- Booking travel and meeting arrangements for all staff and events in the project
- Researching suppliers, getting quotes, booking meeting space, etc. to support the work of the project
- Maintain the database of trainings, CRM system, and other record/statistical databases
- Prepare all training materials and documentation for Trainers (e.g., Participant binders, handouts, registrations, certificates, etc.)
- Prepare administrative and funder reports
- Preparing, formatting, and writing reports including tracking social media metrics and providing monthly reports
- Attend all project meetings, record minutes and provide routine notetaking as required
- Provide technical support to team members (e.g., assist with PowerPoint presentations, introductions to new technologies, etc.)
- Update website and social media outlets as necessary
- Post social media content as approved by CEO (Chief Executive Officer) and/or Director
- Develop and manage surveys and quality assessments E.g., Survey Monkey

Experience

- Minimum of three years related office administration experience
- Demonstrated history of excellent customer service
- Experience working with the public

Required Skills

- Professional and friendly communication style (telephone, e-mail, and in-person)
- Intermediate user of Microsoft Office (Power Point, Excel, Word, Outlook)
- Proficient use of current technology – (WebEx, MS 365, Website Editors)
- Proficiency in a multi-task and multi-need environment
- Strong administrative and organizational skills
- Able to follow through on projects and required daily tasks
- General office procedures
- Good understanding of computer networks, hardware, and software

Reporting:

The Administrative Coordinator reports directly to the Director of the project.

Working Conditions:

- ODEN is based on a 'virtual' platform and no offices exist. As such, candidates must have a fully equipped, secure and ergonomically suitable home office including a computer capable of operating MS Office 365 and other current software
- An advanced computer literacy and competency level with MS Office 365 applications (Word, Excel, PowerPoint, MS Teams, SharePoint) that enable you to successfully meet the functions of the role independently
- The ODEN Team meets routinely, both in-person and through video conference. We expect all team members to contribute to meeting discussions and organizational development goal setting and attainment
- Some travel is required and the ability to work outside of regular working hours for meetings and community events, training, seminars, or to work in other locations
- All team members are expected to work collaboratively with their supervisors in setting personal development goals and to work toward the attainment of those goals
- Work closely with their Director to ensure all proposals, correspondence, reports, etc. conform to ODEN Brand guidelines, pricing structures, templates, etc.
- Ensure all required reports, contracts, time sheets, expense claims, etc. are provided to the administrative team and/or updated in the CRM in a timely manner
- All team members will adhere to ODEN's Code of Ethics, Conflict of Interest, and all policies and practices as outlined in the Personnel Policy Guide

Please Note:

The role description outlined above indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities, and may be altered due to the changing nature of work.