

## FHT Administrative Assistant

### **Position Overview:**

The Administrative Assistant provides administrative support to the Executive Director, as well as for the programs and services offered by SFHT. The role provides strong clerical support and helps to ensure the smooth operation of the SFHT. All team members work collaboratively to ensure SFHT achieves its Mission and Strategic Priorities, aligned with our Values.

### **Role & Responsibilities:**

To support the effectiveness and efficiency of the Executive Director's office:

- Use advanced administrative skills, including MS office computer skills, MS Outlook, and Zoom to support clerical and calendar scheduling, as well as meetings set up
- Demonstrates strong minute and note taking skills with a high accuracy to detail to assist with proactively preparing, and sending out timely follow up correspondence, for SFHT staff meetings, board meetings, as well as our Annual General Meeting
- Organizes and prepares professional documents ranging from general correspondence to extensive reports, including weekly and monthly reports as required
- Has attention to detail when ordering supplies and helping to organize company and staff events
- Provides a bridge for smooth communication between the Executive Director and the rest of the organization, demonstrating personal leadership and accountability to maintain credibility, trust and support
- Develops and maintains collaborative relationships with internal and external customers to ensure open communication and prevent conflicts
- Interacts effectively with all levels of management, staff and guests with diplomacy, professionalism, discretion and tact
- Greets all visitors in alignment with our Values
- Other duties as assigned.

To provide administrative support to our various Programs:

- Organizes and coordinates workshops and patient educational initiatives
  - Sending promotional material about our programs
  - Contacting specific patients to schedule attendance at programs
  - Booking meeting rooms, physical and/or online for programs
- Liaising with SFHT team members who are leading programs to provide administrative support for successful implementation
- Acts as a backup to SFHT Medical Secretaries and Receptionists
  - Welcoming patients, answering and triaging phone calls and scheduling patient visits

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### Skills Required:

- A team player with highly developed conflict resolution and problem-solving skills
- Demonstrates confidentiality and political finesse with respect to sensitive issues
- Strong organization skills, with a focus on proactive planning
- Advanced ability to prioritize and multi-task
- Superior attention to detail and highly conscientious about accuracy
- Exceptional customer-service skills and effective communication skills, both verbal and written
- Ability to work with minimal supervision and handle confidential information with discretion and diplomacy

### Qualifications and Education Requirements:

- Completion of a Diploma or Degree in the fields of Office/Business Administration, Medical Administration or Human Resources, or equivalent experience
- Prior administrative support experience working in an office-type environment
- Prior experience supporting a senior level leader in an administrative capacity is an asset
- Prior work experience in a primary health care environment is an asset
- Advanced skills with MS Word, MS Excel, MS PowerPoint and Outlook; you must be comfortable working with spreadsheets and creating presentations
- Working knowledge of Zoom or other online meeting platforms

**To apply for this vacancy please submit a resume with covering letter by email to [summervillecareers@summervillefht.com](mailto:summervillecareers@summervillefht.com)**

*The Summerville Family Health Team is a respectful, caring and inclusive workplace, committed to Employment Equity. We welcome diversity in the workplace, and encourage applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities. We will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.*