



East Parry Sound Community Support Services Program JOB DESCRIPTION

Position Title: Office Assistant	Reports to (Direct): Program Coordinator
Classification: Permanent Full-time (Non-union)	Hours per Week: variable
Effective Date: March 2025	Supersede: April 2024
Position Synopsis and Purpose (An overview of the job and how it connects to the big picture)	
The Office Assistant reports to the Program Coordinator and the Assistant Coordinator in the overall daily operations of all aspects of the program.	
Major Responsibilities (include but are not limited to): (What does this job do and how is the time allocated)	
All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.	
<ul style="list-style-type: none"> • Answer phones and inquiries regarding Transportation/Hot & Frozen Meals/Seniors Luncheons/SOYF Programs. • Coordinate all client transportation (Seniors/ODSP/OW/The Friends) speaking with clients/caseworkers and booking rides with volunteer drivers and for the wheelchair van. • Coordination, verification, and maintenance of all regular monthly client transportation. • Complete order forms and pack frozen meals for delivery to clients, as well as for frozen meals being picked up in CSSP office by clients (as required). • Preparation and sending of list for Eastholme kitchen staff to prepare Powassan Hot MOW. • Work with the Assistant Coordinator: <ul style="list-style-type: none"> ○ unpacking and organizing of frozen meal orders coming in from external providers. ○ copying, sorting, proofing, and mailing of all client invoices. ○ entering mileage (km) and hours from Volunteer Driver and Van Driver trip sheets into RideScheduler. ○ mailing out of payable cheques (volunteer drivers, meal provider cheques, and any required correspondence). • Record daily temperatures of all office freezers. • Complete inventory and reconciliation of frozen meals for all office freezers, including securing inventory counts from other freezer locations, as needed – this may include in-person/physical counts at the varying CSSP locations. <ul style="list-style-type: none"> ○ Tracking and report on which meals are selling, and which are not. • Responsible for the ordering of frozen meals for all areas. • Ensure all temperature sheets and cash float sheets are submitted each month, as well as provide Assistant Coordinator all required order sheets for MOW Invoicing. • Cash handling including, counting/balancing of the cash float. • Send letters and other documentation to: <ul style="list-style-type: none"> ○ Volunteer Drivers who need updated vehicle insurance (yearly) and driver’s licenses (as required) and update Ridescheduler with these details. ○ Meal Providers for updated insurance certificates. 	

- New transportation clients, which includes the client consent form.
- Records management duties:
 - Ensure the filing system is designed and maintained so that all documents are in the appropriate file and easy to find.
 - Retrieve files/documents as requested.
 - Track client consent forms and ensuring they are received back, signed by new clients.
 - Verify Van Driver paperwork is received (ie: trip sheets and inspection reports) as well as making sure all van drivers have timesheets; trip sheets; inspections sheets (as required).
 - Ensure all clients (Transportation & MOW) have an updated intake sheet and update as required
 - Update Ridescheduler & GP as required with client and driver/vehicle information.
- Maintain attendance sheets for various programs.
- Attend meetings and tradeshow as required - either alone or with other staff.
- Complete Senior Luncheon Visitation annually with the Assistant Coordinator.
- Clean the Upright Freezers and the chest freezers as per the schedule.
- Work in compliance with the Occupational Health & Safety Act, performing duties in a safe manner and follow all relevant policies, procedures, and legislation. This shall include wearing a mask when required - Masks may be provided by the Employer.
- Maintain confidentiality in accordance with all applicable privacy and protection legislation.
- Perform other duties as assigned.

Skills, Experience and Qualifications:

(What an applicant is expected to bring to the role in terms of Education (Degree/ diploma/ certifications) Experience, Knowledge, Skill, and Ability)

- Minimum of Grade 12 education.
- Minimum of two (2) years of comparable administrative support experience.
- Good communication skills – oral and written.
- Friendly, courteous demeanour with above average customer service skills.
- Proven ability to follow an established work procedure/schedule and complete all assigned tasks within the timelines as set out, with minimal supervision.
- Geographical knowledge of (or aptitude to learn) the East Parry Sound and surrounding areas to enable effective coordination of services.
- Proficiency with a variety of computer programs including Microsoft Office.
- Satisfactory criminal record check upon hire and sign an annual offence declaration every year thereafter.
- Must be willing to obtain any, and all, vaccinations that may be mandated by the MOHLTC.
- Minimum of a class “G” Driver’s licence – with ability to provide proof upon request that the license has not been revoked, suspended, terminated.