



Indus Community Services (Indus)

JOB DESCRIPTION

Position Title: Administrative Assistant	Locations: 21 Regan Road, Brampton	
Position Overview: Under the general guidance of the Manager, the incumbent will provide a range of high quality customer service to all visitors and clients and assist with administrative/clerical activities.		
Responsibilities and Duties: <i>(but not limited to)</i>		
<ul style="list-style-type: none"> ▪ Provide general customer service over the phone and in person ▪ Refer clients to appropriate staff at the agency or to other agencies according to their needs and requirements ▪ Assist the Project Assistant and Settlement/Employment Counsellors with clerical duties ▪ Organize and update the LINC resource library ▪ Assist Language Instructors with organizing and updating classroom resources ▪ Complete all tasks and responsibilities within assigned timelines ▪ Become familiar with agency programs, services, practices and staff ▪ Adhere to the mission, guiding principles and values of the organization ▪ Maintain confidentiality of clients, staff and peers ▪ Represent Indus in a professional manner at all times ▪ Arrive on time and be committed to the agency and the agreed upon contract dates and times ▪ Assist with all other duties as assigned 		
Qualifications and Skills:		
<ul style="list-style-type: none"> ▪ Applicants must be between the ages of 18 to 30 years (inclusive), currently enrolled in a post-secondary educational institution, on a full-time basis for the 2016/2017 academic year, returning to full time studies in the fall of 2017. <i>(proof will be required)</i> ▪ Is a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act ▪ Is legally entitled to work in Canada according to the relevant provincial/territorial legislation and regulations ▪ Preference will be given to students in administration, marketing or communications related programs ▪ Convey a friendly and professional attitude with visitors in person or by telephone ▪ Self-motivated, detail-oriented, proficient at meeting deadlines and comfortable working on multiple projects simultaneously ▪ Strong communication, excellent administrative, interpersonal, organizational skills while maintaining confidentiality ▪ Must have advanced good computer skills (MS Office) ▪ Must demonstrate flexibility and adaptability ▪ Able to work as a team with site staff, and sensitive to cultural, linguistic and religious diversity ▪ Must commit to full contract duration – dates and time 		
Approved By: Gurpreet S. Malhotra, CEO	Date Approved: January 6, 2017	
Employee		
Name:	Signature:	Date: / /

Note: This job description is intended as a guide to reflect the principal functions of the job. However, it is not an all-inclusive listing of the required job functions. Further, the job description is subject to change at the discretion of management.