

Job posting
Administration Associate
(+ Information Technology skill set)

The Sinneave Family Foundation (Sinneave) – Background

The Sinneave Family Foundation is an operating foundation committed to a future where autistic adults live, learn, work and thrive and realize their desired futures. We work to reduce barriers and enhance opportunities for autistic youth and adults. Four strategic priorities provide direction to the work of the organization in pursuit of this vision. They are for Sinneave to be:

1. A trusted source of information, navigation and transition support.
2. A hub of innovation and collaboration.
3. An inclusive centre for learning and connection.
4. A data-informed influence on systems and policies.

The Sinneave Family Foundation operates out of The Ability Hub in Calgary.

Job Snapshot

This is a full time position. The responsibilities of the Administrative Associate are to provide a welcoming and informed experience at The Ability Hub by interacting with guests and stakeholders who are engaging with our programs, services and staff. Additionally, the incumbent of this position provides training and basic, in-house Information Technology (IT) technical support to Learning and Connection activities.

Occupational health and safety is a top priority for The Sinneave Family Foundation. As this position is an in-person customer-service oriented role that interacts regularly with the public, we have no flexibility to make accommodations for virtual work and are therefore only seeking candidates who are fully vaccinated against COVID-19.

Skills requirements:

- Post-secondary education or experience relevant to the role
- Highly professional, reliable, and confident individual
- Exceptional administrative and priority setting skills
- Excellent organizational skills, attention to detail, verbal and written communication skills
- Prior experience in IT support/troubleshooting, hardware and software functionality, Audio Visual (AV) equipment and online data and communication platforms
- Proficient with Microsoft Office products (Word, Outlook, PowerPoint, Excel) and experience with Client Relationship Management systems
- Familiarity with social media platforms and web content management systems (Facebook, Twitter, LinkedIn, Instagram, Reddit, Agorapulse, WordPress, etc.) is preferred
- Experience with Adobe Creative Suite (Photoshop, InDesign, Illustrator, Premiere Pro) an asset
- Experience with RedCap and Learning Management systems considered an asset
- Exposure to diversity and inclusion programs considered an asset
- Proficient in the operation of online meeting platforms (Zoom, Teams, Skype, etc.)

Accountabilities:

A trusted source of information, navigation and transition support:

- Front desk, telephone and email reception activities and documentation
- Navigation appointment booking and communication with clients and staff
- Appointment check in and basic information collection
- Review documentation for accuracy and completeness in RedCap database
- Provide general information about Sinneave programs, services and supports
- Provide general support to users of RedCap information/navigation functions
- Navigation client follow up support
- Extract information and navigation service data for evaluation
- Meeting support and note taking as required
- Contribute to the planning and development of relevant policies and procedures

An inclusive centre for learning and connection:

- Facilitate Community Use Agreements
- Manage room bookings at The Ability Hub
- Support the development and updating of a published monthly learning and connection calendar of activities
- Provide general support to users of the Learning Management System
- Program/event check-in, issuing and documentation of guest swipe cards and parking passes, demographic information collection, point of sale fee payment/receipting
- Room set up a for community use functions
- Assist in event/meeting planning, set up and clean up

A hub of innovation and collaboration

- Provides basic IT and AV support, advice and guidance for staff and facility users in support of the Director of Administration and Human Resources
- Provides staff with computer hardware and AV technical support
- Coordinates the IT and AV set up for community use functions
- Provides back up for Café Supervisor as required

A data-informed influence on systems and policies

- Monitors for accurate and complete documentation relating to information and navigation activities, programs and events
- Assists in data reporting using RedCap, the Learning Management System and other identified mechanisms

Other accountabilities:

- Demonstrates professional maturity, initiative, critical thinking and proactive problem solving
- Identifies and participates in professional development and training
- Brings forward any potential conflicts of interest or potential risks to direct supervisor
- Other tasks and projects as required

Please send Applications electronically to:

Norm Lepitre, Director of Administration and HR

norm.lepitre@sinneavefoundation.org

Or by mail or fax to:

The Sinneave Family Foundation

Suite 300, Child Development Centre

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Application Deadline: When the position has been successfully filled.