

Job Title: **Administrative Assistant / Hearing Health Services Support**

Job Summary: Oversees the front line operations of the Nanaimo office, ensuring an efficient, organized environment for both clientele and staff.

Acts as receptionist and administrative support providing a variety of secretarial and clerical duties.

Facilitates the Hearing Health Service in the region including the viewing, sample and purchase of assistive devices.

Co-ordinates volunteers and supports community outreach.

Reports To: Manager Family & Community Services (Nanaimo) & Executive Director

Key Duties and Responsibilities:

Administrative Assistant

- Greets clients and visitors in a professional manner.
- Keep all office areas in neat, tidy condition.
- Takes all incoming calls and relays messages to appropriate staff.
- Responds to basic information, and e-mail requests about IDHHC services and other community services for the Deaf/Hard of Hearing. Refers requests to appropriate staff members.
- Maintains filing systems and supporting clerical needs of the Nanaimo staff team.
- Maintain client listings.
- Orders office supplies/sundries as needed.
- Provides photocopying, faxing, word-processing and other clerical services for other office staff.
- Maintains and balances office petty cash fund.
- Maintains and balances EPBC petty cash fund.
- Keeps Current Events / Information boards up to date.
- Sorts incoming mail and handles all outgoing mail/courier services.
- Forwards all cheques and invoices to Victoria office.
- Keeps brochure racks and other handouts neat and tidy, and requests more when necessary.
- Assist in the design and production of outreach material.

**Key Duties and Responsibilities:
(Continued)**

Hearing Health Services

- Answers general inquiries regarding technical aids. Refers specific inquiries to the Audiologist in Victoria office.
- Consults with Audiologist in Victoria office on behalf of Nanaimo clients.
- Demonstrates technical aids to clients and customers.
- Orders new technical aids and arranges for repair work.
- Keeps current inventory of technical aids purchased for Loaner program.
- Ensures all loan / demonstration technical aids are in good working order.
- Provides training / information to volunteers as required.
- Ongoing outreach (via email or phone calls) to special interest groups advising of our services and presentations.
- Deliver tech aid and "Hearing Loss as We Age" presentations.
- Liase with other service providers in community.
- Prepare stats and reports in cooperation / consultation with Victoria service team for annual reporting.

Qualifications, Education, Training and Experience:

Five years' experience in office administration; experience working with computer applications such as Microsoft Word, Excel, and Office, and strong internet research skills.

Strong organizational skills and attention to detail.

Exceptional interpersonal skills; group facilitation and presentation skills and experience.

Familiarity with the impacts of hearing loss and understanding of assistive devices for those with hearing loss.

Conversational American Sign Language / desire to learn

Job Skills and Abilities:

Professional phone skills and a positive attitude are essential. The capacity to prioritize and manage a diverse workload; to work on multiple projects simultaneously.

Additional Information:

As the face of IDHHC's Nanaimo office this position oversees the smooth functioning of the office. The position requires a consistently positive attitude and a willingness to assist co-workers and clients as needed. This position is very diverse and offers the right candidate a unique and challenging experience.