

Office Assistant Permanent, Full-time

At United Way of Calgary and Area, we believe that united, we make the biggest difference. We're strongest when we come together to improve local lives and communities—and when we come together as a team, we passionately propel our mission forward. We're currently looking for an Office Assistant to join our dynamic Operations team.

Reporting to the Human Resources Advisor, the Office Assistant will be responsible for providing an exceptional customer service experience by being the first point of contact for our guests and visitors, and ensuring office operations are completed efficiently and effectively. This role is required to be in the office on a full-time basis with no eligibility for hybrid work.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we're looking for you!

What you will do

Administration:

- Create a welcoming environment by acting as the first point of contact for all visitors/guests coming to United Way.
- Ensure all guests coming to the reception area sign in and are met by their United Way contact.
- Meet new hires in the lobby when required.
- Put in service calls for mail machine and coffee machine when required.
- Receive, direct and relay phone calls and emails to the appropriate individual ensuring all inquiries are appropriately addressed.
- Handle all incoming/outgoing mail and courier delivery.
- Maintain UWCC membership listing.
- Place orders for office supplies. Work with the executive professional team to ensure office supplies are well-stocked.
- Order FOB's, business cards, name tags, and name plates for new hires.
- Ensure kitchens have appropriate supplies on hand, including coffee/tea supplies.
- Assist with receiving and setting up of catering for meetings.
- Provide administrative support to other areas as required.

Office coordination:

- Maintain a safe, secure and pleasant work environment.
- Ensure all meeting rooms are tidy and have appropriate supplies on hand.
- Act as point of contact for office moves and office space assignment. Ensure furniture is in place and seek out options for new furniture as/when required.
- Update floor plans.
- Coordinate office improvements with external contractors including carpet cleaning, painting, lighting, OH&S deficiencies.
- Manage contracts related to office administration, including coffee supplies, and recycling program.
- Act as point of contact on any building-related issues and liaise with property management company.
- Act as point of contact with Kahanoff building notifications.
- Advise Daily U of parking code changes, and any other building-related updates.
- Manage requests for bike lockers.
- Ensure office appliances are working; replace as/when required.
- Manage UWCA art collection.

What you will bring

Experience:

- High school graduation certificate
- Proficient in basic administrative functions and skilled in using Microsoft Office, Outlook, Word, Excel and Adobe.
- Previous experience in an administrative and/or customer service role.
- Previous experience in office coordination considered an asset.

Attributes:

- Ability to work independently on a variety of assigned tasks as well as to accept direction on given assignments.
- Strong customer service skills, with good written communication skills.
- Detail oriented and able to remain calm under pressure.
- Able to work in a collaborative fashion with the administrative professional team.
- Strong organizational skills and enjoys being the 'go-to' person.
- Maintains confidentiality and displays maturity when dealing with sensitive requests.

United, we make the biggest difference

United Way is a not-for-profit organization that has played a vital role in our community for over 80 years. As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change.

In addition to meaningful work where you can have an impact, United Way also offers a comprehensive compensation and benefits package, and flexible working hours.

Our Commitment to an Inclusive Culture

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

Our Commitment to Health and Safety

At United Way we are committed to protecting our team, our clients, and the community we serve by providing a safe and healthy workplace. We will follow all health and safety guidelines in accordance with the Occupational Health and Safety Act of Alberta and Alberta Health Services guidelines.

To Apply

Send **cover letter with salary expectations, and resume (PDF)** by 4 pm November 28, 2023, to hr@calgaryunitedway.org

Subject Line: Office Assistant – Your Name.

This role is expected to start at the beginning of January 2024.

To learn more about the United Way of Calgary and the Area, please visit our website at www.calgaryunitedway.org.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.