



Wilmot Family Resource Centre (WFRC), a charitable, multi-service organization, requires a contract full-time **Administrative Resource Assistant** (35 hours per week) for a one-year contract (*with possibility of renewal*) at the Wilmot Family Resource Centre New Hamburg location.

The Administrative Resource Assistant is the first point of contact for support and inquiries from individuals and families who are served by the agency as well as donors, sponsors, and other community partners. The position will perform administrative and clerical tasks in a busy office environment.

The ideal candidate for this position will be a problem solver with excellent communication skills and strong attention to detail. They will possess sound judgement, a strong sense of confidentiality and a willingness to work together on a team or independently. A commitment to understand and uphold the mission and values of Wilmot Family Resource Centre is expected.

Duties will include, but are not limited to, providing exceptional customer service through in-person reception and telephone; communicating internal agency resources and/or referrals to other services or organizations; assisting with the management of the office and general administrative support; and helping to complete social media posts, website updates and data entry.

Qualifications:

- Excellent verbal and written communication skills
- Strong time-management skills and multi-tasking ability
- Exceptional customer service skills
- Great attention to detail
- Minimum of 2 years of experience in an administrative and/or resource assistant role complemented by relevant education and/or training
- Demonstrated flexibility and ability to work effectively and independently with minimal supervision and/or on a team within a busy, changing, evolving environment
- Ability to manage multiple and changing priorities and deadlines
- Experience developing internal processes and hard copy and electronic filing systems
- Proficient level of computer literacy, including Microsoft Office Word and Internet
- Working knowledge of Excel, Powerpoint, Access, Wordpress, Canva and Salesforce Non Profit software an asset
- Social media knowledge and skills in Facebook, Twitter, and Instagram an asset
- Knowledge of issues related to poverty is an asset

Qualified candidates may submit a resume and cover letter by 12 noon on Monday, May 10, 2021 to Trisha Robinson, Executive Director, Wilmot Family Resource Centre, 175 Waterloo Street, Unit 1, New Hamburg, ON N3A 1S3 or by email to info@wilmotfamilyresourcecentre.ca.

Wilmot Family Resource Centre is committed to employment equity and providing equal opportunity for people with disabilities. We encourage applications from people representing the diverse communities we serve, and if requested, we modify our recruitment and hiring processes to make accommodations that are responsive to applicants' needs.