



GENERATIONS

CALGARY

Administrative Assistant

Location:	120 Skyview Ranch Drive NE
Employee Status:	Full Time
Reporting to:	Human Resources Manager
Date Available:	June, 2024
Application Closing Date:	Open until suitable candidates are found
Rate of Pay:	To be commensurate with qualifications and experience

Designed to improve quality of life, the Generations Calgary campus includes designated supportive living and long-term care spaces for seniors that promote mental, physical, social and spiritual well-being. We are committed to best in class care for our residents and are looking for individuals to join our family. If you would like to work at our state of the art, inter-generational campus, and are committed to serving our residents with care and compassion, we invite you to keep reading below.

Position Summary

This position plays a key role at the Generations Calgary site as they are the initial contact for anyone entering the site and therefore must be professional and possess excellent customer service skills. This position is responsible for ensuring all visitors; staff, volunteers, and residents are promptly and professionally directed, and supported. This role is responsible for resident financial transactions including trust accounts. This role provides administrative support to the leadership team.

Duties and Responsibilities Include:

- Manage communication channels, including email, phone calls, and in-person interactions, to facilitate efficient and effective site communication flow.
- Assist with communication initiatives, such as employee newsletters, company announcements, and social media content, to enhance internal engagement and external visibility. Creates and maintains phone lists.
- Working and communicating closely with the leadership team, is responsible for supporting all resident process including admission and discharges from first point to contact; including financial information and consents
- Coordinates administrative duties and delegates to other reception staff (casual)
- Manages financial transactions, keeping accurate and current records and reconciling the resident trust accounts and petty cash account
- Makes deposits at the bank for miscellaneous Accounts Receivable and residents' Trust Accounts and reconciles accounts



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- Ability to problem solve and address resident and family issues relate to resident accounts
- Manages resident statistics, keeping accurate and current records
- Maintains up to date knowledge of Generations Calgary policy & procedure manuals
- Maintain confidentiality of sensitive information and handle inquires and requests with professionalism and discretion
- Orders office supplies, ensures office equipment is working appropriately
- Perform other duties and special projects as assigned to support the overall leadership team and organization

Essential Skills and Qualifications Include:

- Certificate or diploma in office administration or business management
- Minimum of 3 years' experience as an administrative assistant
- Exceptional organizational and time management skills, with the ability to prioritize tasks and meet deadlines in a fast-paced environment
- Ability to maintain confidentiality, exercise discretion, and handle sensitive information with tact and professionalism
- Experience with general bookkeeping practices
- Strong verbal and written communication skills, with a keen eye for detail and proficiency in grammar, spelling, and punctuation
- Excellent interpersonal skills, with the ability to interact confidently and professionally with individuals at all levels
- Advanced computer skills in MS Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications
- High level of attention to detail
- Physical ability to carry out the duties of the position

The successful applicant for this job posting must provide satisfactory proof, or have such proof on file, that they have received the COVID-19 vaccination and any required COVID-19 booster vaccination. This requirement shall be waived if the applicant has not received the vaccination due to any legislated protected human rights grounds. In such a case, and upon presentation of sufficient proof, Generations Calgary shall make reasonable attempts to accommodate the applicant to carry out their role where possible recognizing that the health and safety of other employees and residents will be a priority.

NOTE: In an effort to further protect our residents as well as other employees and volunteers, Generations Calgary requires all new employees to produce a clear Vulnerable Sector Search within 6 months prior to starting work.