

Job Description

Business Administrative Coordinator

Function: The Business Administrative Coordinator is responsible for administrative support to the Finance and Operations Manager and Executive Director, data entry for CRM (Sugar CRM) systems, training/workshop coordination, reception and telephone answering, meeting support and mailings, business development support and general administrative support to technical advisor personnel.

Reporting Relationship & Organizational Structure: The Business Administrative Coordinator reports to the Finance and Operations Manager, provides support as requested to the Executive Director, and works closely with the Safety and COR Advisors.

Responsibilities:

General Administration:

- General office duties such as word processing, distribution of communications, filing, requisition of supplies, faxing;
- Maintain administrative procedures and develop systems to assure office efficiency;
- Undertake research and cost comparisons among vendors to maintain cost effectiveness and quality;
- Respond to direct requests for information received by email, telephone and other means and/or forward messages to appropriate staff;
- Maintain inventory of office supplies;
- Provide support in connection with on-line training, web based communication and electronic data management;
- Coordinate scheduling, materials and logistics for meetings, training sessions and other activities of the Council;
- Provide training course, meeting, client visit and events support as needed (e.g., scheduling conference/meeting/event rooms, coordinating food, logistics, travel and accommodation);
- Provide support at events, such as manning booths and performing other marketing duties at events;
- Maintain master calendar of in-house and external meetings and training courses;
- Provide assistance to the Executive Director as needed;
- Perform other duties as requested.



Business Units Support:

- Provide assistance as needed to each of the business units;
- Arrange the mailing out of communications, welcome packages and certificates;
- Maintain the Certificate of Recognition (COR) and Health and Safety Association (HSA) database through the CRM;
- Receive and update COR data (registrations, certifications and training records) in the CRM as required;
- Receive and update Health and Safety Association data in the CRM as required;
- Respond to staff requests for administrative support as needed;
- Provide back up support to the Events Coordinator;
- Produce regular reports from CRM.

Minimum Qualifications:

A level of education, training, and experience equivalent to Grade 12 plus basic CRM/data entry. A working knowledge CRM (Sugar – Professional Version 6) systems or its equivalent and telemarketing would be an asset.

Demonstrated ability to work both independently and collaboratively, resolve administrative issues/problems, and to be flexible to meet and adapt to changes in organizational priorities. Ability to work with discretion in preparing and handling confidential or sensitive information. Demonstrated ability to use Microsoft Office applications, including word processing, and spreadsheet, at an advanced level. Demonstrated organizational skills and ability to prioritize workload and work under time pressures to meet deadlines. Demonstrated ability to communicate effectively both verbally and in writing, including the ability to respond professionally, courteously, and in a clear manner. Demonstrated interpersonal and time management skills. Demonstrated ability to record and transcribe minutes of meetings.