

Title: Office Administrator
Contract: 20 Month Maternity Leave Contract (August 2022 to April 2024)
Hours: 30-35 hours/week (in office)
Location: Hamilton

Job Summary: Provide administrative support for Beginnings Family Services and all the agency programs. This includes managing day-to-day functions of the Hamilton office, specifically including the adoption program, financial tasks, and donor relations.

Charity Description:

Beginnings Family Services is a not-for-profit organization that provides counselling and support to expectant parents experiencing unplanned pregnancies and assists people wishing to grow their families through adoption and embryo services.

Counselling:

Beginnings provides counselling services to expectant parents and families in crisis across Ontario, to ensure they have access to information, referrals, community connections, parenting resources and ongoing support as they make decisions about the future of their family.

Adoption:

Beginnings is a licensed adoption agency. We facilitate open adoptions throughout the province of Ontario, working together with birth families and adoptive families to provide support and guidance every step of the way.

Embryo Donor/Recipient Program:

Beginnings connects individuals choosing to donate their embryos with recipient families hoping to grow their family. Our history and expertise in bringing families together has forged the way for our national open embryo program, the only one of its kind in Canada.

Duties and Responsibilities:

Administrative:

- Be first point of contact for all agency programs. Greet and direct clients/donors. Ensure calls, emails, messages are logged and transferred to appropriate staff member in a timely manner. Respond to all program inquiries via email and telephone. Refer urgent client inquires immediately to on call staff.

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- Open and distribute incoming mail and coordinate outgoing mail, ensure stock of office supplies, stationary, promotional materials.
- Maintain general office file management system, electronically and paper.
- Maintain adoption active list, receive and process registration forms, homestudys, documentation, manage orientation process and maintain online/digital family profiles.
- Ensure maintenance of office equipment and communications and liaison with IT person and vendors as required.
- Manage Executive Director schedule and Zoom meetings, organize staff/board meetings and Annual General Meeting.
- Prepare correspondence, reports, staff /board/foster parent lists, and documents as required.
- Maintain monthly statistics regarding clinical work of the agency and collect Care Centre statistics, follow up with Birth Parent Counsellors to ensure status of each case is recorded, provide reports as required.
- Distribute weekly Birth Parents case list for follow-up from counsellors and staff.
- Coordinate and draft newsletters and appeal letters including working with the printer on layout and design, getting signed consents from donors and clients, and coordinating the mailing.
- Assist with the planning of and participate in fundraising events and campaigns as required.
- Cover for Clinical File Coordinator in their absence.

Financial/Donations:

- Process day-to-day finances such as credit payments and donations. Prepare and do weekly bank deposits.
- Manage e-Transfers, wire transfers, PayPal payments, Canada Helps donations.
- Through QuickBooks create invoices, record payments, and prepare receipts.
- Monitor donations as they are received.
- Do thank you calls, letters and cards for donations in a timely manner.
- Annual thank you letter to monthly donors.
- Enter new donors into Silent Partner donor base and update records and add contact notes as required.

Skill Requirements:

- Post-secondary education or experience in administrative or social service field.
- Self-motivated, flexible, and disciplined team player adept at multi-tasking and prioritizing.
- Must possess excellent time management and organizational skills with a high level of accuracy and attention to detail.
- Must be able to work professionally and co-operatively with other staff members.
- Must have excellent written and oral communication skills.

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- Knowledge of adoption process is an asset but not required.
- Strong computer skills: Microsoft 365, databases, and ability to learn new software.
- Website management and social media skills.
- Experience with QuickBooks or similar accounting software program.

***Please submit resume and cover letter specific to this position to
megan.dunlop-elms@beginnings.ca***

www.beginnings.ca