



The Essex Region Conservation Authority is seeking a  
**Administrative Associate**  
**- Corporate Services**

**Position Title: Administrative Associate – Corporate Services**

The Administrative Associate – Corporate Services provides a broad range of administrative support to all departments of the Authority as well as exceptional customer service and supports to internal and external customers. The Administrative Associate – Corporate Services reports to the Executive Assistant in the Finance and Corporate Services department.

**DUTIES AND RESPONSIBILITIES**

**General Administrative** assistance:

- Supports general customer services initiatives including receptionist duties and directs related public inquiries to appropriate staff. Accepts in-coming mail, processes customer payments and prepares courier shipments.
- Contributes to ERCF information systems, including donor and fundraising databases. Prepares donor acknowledgements for review and dissemination, in accordance with internal policies & guidelines.
- Supports and assists with records management systems, record retention policies and MFIPPA requirements, through scanning, filing and general document management, in accordance with policies.
- Compiles information from various sources into specified worksheets, databases and reports, as required.
- Monitors various office supplies inventories and manages same, in consultation with the Executive Assistant, and in accordance with Purchasing Policy.
- Assists with compiling agendas/minutes and other meeting requirements, including the booking of rooms, equipment and investigates/coordinates food and beverage. May periodically attend Board or Committee meetings to take minutes and/or provide administrative support.
- Frequently supports a variety of functions within the department and other departments, including errands, bank deposits and retrieval of supplies and donations from vendors.

**Conservation Services** assistance:

- Acts as administrative/finance lead for the ERCA hunting program, including: customer communications; site bookings; payment processing; coordinating the production of collateral materials including maps and forms; and works independently to secure necessary program components from other staff, when required. Attends all hunt draws and takes responsibility for cash management at draws.
- Acts as administrative/finance lead for Holiday Beach cottage renters, with respect to inquiries, bookings and payments. Works collaboratively with HBCA Park staff to ensure excellent customer experience and follows up with satisfaction surveys.
- Acts as administrative/finance lead for the HBCA camping program, to ensure contractual obligations with campers are met and delivered seamlessly through exemplary customer service, in conjunction with the HBCA Park staff.

- Maintains Key Fob configuration databases for all HBCA gate passes and administrative/finance liaison for the Annual Pass and Birding Pass programs.
- Occasionally provides support for off-site events such as tree sales and other outreach activities.
- Performs other related duties and responsibilities consistent with the position as required

## MINIMUM QUALIFICATIONS

- College certificate in office administration or related discipline or equivalent combination of education and experience, as deemed acceptable to the Employer.
- 2 years' experience functioning in an administrative or customer support position preferably in a professional services firm or municipal/public sector environment.
- Intermediate skill level with respect to standard office/business software including MSOffice applications, Adobe Acrobat, etc. Requires enhanced competency with respect to mail merges and Excel, as well as superior numeracy skills and ability to reconcile numbers.
- Ability to prioritize work demands and respond effectively, to work assignments from various managers, in a busy office environment. Attention-to-detail and ability to transcribe information from one source to another, without errors, is critical.
- Ability to effectively communicate, to varied audiences in both oral and written English and ability to adjust content when appropriate.
- Smart Serve certification is an asset

## WORKING CONDITIONS

- Typically, thirty-five (35) hours per week, from 8:30am to 4:00 pm. May occasionally be required to work additional hours or adjust working schedule to meet business needs of the Authority.
- Frequent interactions with external and internal customers who may present challenging demands from time-to-time.
- Environmental conditions: Work is primarily performed within a standard office environment with prolonged periods of sitting (and associated physical strain) or standing.

<b>Department:</b>	Finance & Corporate Services
<b>Union Affiliation:</b>	CUPE Local 3784
<b>Job Status:</b>	Permanent, Full-time
<b>Hours of Work:</b>	Typically 35 hours per week, M-F 8:30am to 4:00 pm., with some holiday, weekend and evening work
<b>Posting Added Date:</b>	March 6, 2019
<b>Posting Closing Date:</b>	March 20, 2019
<b>Posting Closing Time:</b>	4:30 p.m.
<b>Positions to Fill:</b>	One (1)
<b>Progress Status:</b>	Receiving Applications
<b>Office Location:</b>	360 Fairview Avenue West, Suite 311, Essex, ON N8M 1Y6
<b>Wage Rate:</b>	\$21.15 starting rate with scheduled increases
<b>Grade:</b>	1

**Contact:**

Nicole Kupnicki, Executive Assistant  
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[careers@erca.org](mailto:careers@erca.org)

- ERCA is an equal opportunity employer.
- We thank all applicants in advance, however, only those selected for an interview will be contacted.
- Personal information is collected in accordance with the Municipal Freedom of Information & Protection of Privacy Act and will be used for the purpose of this employment opportunity only.
- We are pleased to accommodate any individual needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation throughout the hiring process, please contact HR 519-776-5209 ext 354 to make your needs known in advance.