

Administrative Assistant

Highview Residences is a very special home for people with dementia and we are currently looking to hire a very special Admin Assistant! Our home has a very unique approach to care: it's not a "facility" but is set up like your home - only bigger. You will be part of a team providing exceptional care to our residents and their families while supporting the office in many important ways.

The ideal candidate for the Administrative Assistant position will be a positive, flexible person who puts the needs of the residents and their families first. This person will have a strong administrative background and be able to work in a cooperative way, to support the General Manager and run the office of Highview London.

Primary Responsibilities

Communicate effectively with residents, families, staff and the public in a courteous, sensitive and tactful manner, resolving concerns as they arise

Work on your own and take initiative to get things done

Scheduling: be proficient in Time Manager and Auto Dialer – or a related software – responsible for replacement staff, scheduling and replacements of staff when needed

Be responsible for the positive and beautiful appearance of the foyers, offices and adjoining areas of the House (lobby as entering) and front porch areas.

Manage all office duties, answer telephones and maintain all filing systems and records adhering strictly to privacy, policy and provincial regulations

Prepares reports by collecting and analyzing information

Manage scheduling, communication and travel coordination of senior team

Draft original and routine correspondence, create and edit presentations, documents and reports as required

Support participation in staff meetings, Senior Management Team (SMT) meetings, Resident Family meetings; take notes and follow up action items related to such meetings

Develop and maintain appropriate document filing systems, and ensure compliance with records retention procedures: resident and staff re: RHRA compliance including training and certification

Be highly discreet and sensitive - ensure confidentiality at all times (this position will have access to highly confidential information)

Support the General Manager with community marketing activities including tours, prospective resident follow-up and monitoring, booth set up, getting materials ready and related

Assist in the arrangements for and coordination of move-in and move-out with resident families and communicate updates regarding room-renovations, available for occupancy date.

Support logistics for events, trade shows, mailings and related activities via telephone and email

Handle and balance petty cash monthly

Qualifications:

3+ years stable administrative experience: Post-secondary related degree and/or diploma in administration, medical secretary or related

Proactive and service-oriented with a warm, genuine personality, excellent judgment and diplomacy

Excellent written and oral communication skills

A self-starter, with keen attention to detail with ability to track and manage multiple projects at one time

Advanced technical proficiency with Microsoft Office suite of software, MedECare, Time Manager, Auto Dialer and related software

CPR and 1st Aid (if not already, you will obtain in first 30-days) - mandatory

Criminal record check for working with vulnerable persons – mandatory

Valid driver's license is required

To apply - Closing date: August 16 at 4pm: Please enter "Admin Assistant" in the subject line of your email.

No calls. No drop offs. No agencies please.

Job Type: Full-time

Salary: \$18.00 /hour