

## Program Assistant

<b>Competition #:</b> 24.08	<b>Program:</b> Corporate Services
<b>Date Posted:</b> May 2, 2024	<b>Date Closed:</b> May 17, 2024
<b>Location:</b> Belleville	<b>Type:</b> Casual
<b>Commencement Date:</b> ASAP	<b>End Date:</b> N/A
<b>Status:</b> CUPE	<b>Rate:</b> \$25.66 per hour

### POSITION SUMMARY:

Reporting to the Manager, Office Services, the Program Assistant (PA) will provide administrative support to at least one team, program, manager, or supervisor. The PA will act as a central point of access, an advocate and an ambassador to the program(s) and organization through the provision of quality customer service and support in accordance with HPEPH policies, procedures, and values.

This casual PA position works to support planned and unplanned absences and to meet additional demands. They are expected to have availability on short notice although schedules will be planned in advance as much as possible. In addition, the casual PA will be scheduled periodically to attend training and remain current with job expectations. These positions will primarily work at the Belleville office but could also be asked to work in the Trenton office and possibly in the Bancroft Office.

### Responsibilities Include

The scope of duties and responsibilities vary from program to program, dependent on requirements. Within specific program scope, the PA shall perform many or all of the following duties:

- Prepares agendas, records minutes, finalizes documents and distributes for a variety of meetings, committees, and groups.
- Performs accurate data entry and maintenance; produces reports from data and transmits as required.
- Responds to walk-in client requests; assists with client navigation and refers as appropriate.
- Completes registrations and makes appropriate arrangements such as travel, catering, shopping, as well as assisting with setting up and cleaning for meetings, workshops, programs, and events.
- Provides reception services, makes client appointments; completes appropriate forms and coordinates wait lists as needed.
- Receives and processes referrals, requests for information and resources, and makes referrals to appropriate staff.
- Manages records; ensures records are retained in accordance with applicable by-law or HPEPH policy and procedure.
- Assists in updating information and the maintenance of forms, manuals, reference binders, and operational plans.
- Maintains inventory of supplies for programs or services.
- Provides administrative support, including word processing, processing mail, emailing, printing, filing, photocopying, scanning, faxing, and arranging courier as required.
- Provides relief coverage for other program assistants as needed.
- Receives, records, and balances payments, and issues invoices and receipts as applicable.
- Performs other duties as assigned.

### **Organizational Responsibilities**

- Establishes and cultivates positive working relationships.
- Maintains effective communication and public relations.
- Actively serves on internal and external committees, work groups, etc. for HPEPH as assigned, and participates in the development of operational plans, as requested.
- Models, supports, and endorses Ontario Public Health/HPEPH values and change initiatives.
- Demonstrates a commitment to the HPEPH mission and values and acts as an ambassador for HPEPH when in contact with the public and other agencies.
- Where appropriate, identifies risk and implements risk mitigation strategies.
- Uses good judgement, and evidence where appropriate, to make informed decisions.
- Follows all applicable HPEPH, Ontario Public Health standards, legislation, and professional standards.

### **MINIMUM QUALIFICATIONS:**

#### **Education**

- Completion of a one (1) year Office Administration post-secondary education; an equivalent combination of relevant education and experience may be considered.

#### **Experience**

- 2 years of general office experience.

#### **Knowledge, Skills, and Abilities**

- Excellent interpersonal and customer service skills.
- Strong organizational, communication and administrative skills.
- Ability to manage multiple priorities while being responsive to customers.
- Adaptable and able to deal with constant interruptions and to cover alternate reception and service areas as required.
- Ability to maintain confidentiality and act with tact and discretion.
- Proficiency in Microsoft Office Suite (Word, Publisher, Excel and PowerPoint), and proven ability to learn new software programs.
- Experience with Adobe Acrobat Pro, and MS Access is an asset.
- Valid Ontario driver's license and access to a reliable vehicle.
- Satisfactory Criminal Reference Check.
- Immunizations must be up-to-date, in compliance with all applicable HPEPH policies (and maintained, subsequent to hiring).

#### **Working Conditions:**

Interact with a variety of clients in person, by email and by phone. Ability to work in seated position for extended periods of time. May travel within HPEPH area. Typical hours are 8:30AM – 4:30PM, Monday to Friday. Additional hours may be required and could include working afternoons, evenings, weekends, or holidays as needed.

---

If you are interested in applying, please review our [Submission Guidelines](#) on our website.

**Applications must be emailed to: [careers@hpeph.ca](mailto:careers@hpeph.ca)**

*HPEPH welcomes applications from individuals living with disabilities. To make arrangements for accommodation during the recruitment process, please contact Human Resources.*

*Hastings Prince Edward Public Health is situated and provides services on the traditional territory of the Anishinaabe, Huron-Wendat and Haudenosaunee people.*