Work Description: Administrative Coordinator, Bereaved Families of Ottawa

The Administrative Coordinator reports to the Board of Directors. The Administrative Coordinator is responsible for providing administrative support to the Board, as well as program coordination, and day-to-day office and bookkeeping support for BFO.

Key Responsibilities

Administrative Support to the Board:
- Prepare reports related to programming (ongoing, closed-group and bereavement-support training programs), and provide financial support to the Treasurer.
- Provide coordination and administrative support related to BFO’s outreach activities such as the Tree of Life and the Butterfly Event and to fundraising campaigns. This includes the preparation and distribution of marketing material on the BFO website, social media and other campaign strategies, as well as administration of all initiatives including financial tracking.
- Ensure that Board documentation is appropriately filed for recordkeeping purposes.
- Liaise regularly with a Board representative to confirm Board priorities and address administrative opportunities and challenges.
- Coordinate external communications material with vendors
- Compile surveys and evaluations of closed groups and grief support training programs.

Day-to-Day Office Support:
- Respond to telephone inquiries and ensure they are appropriately redirected.
- Open, sort and action incoming email and mail.
- Act as the first line of contact and support for volunteers.
- Coordinate and manage scheduling of volunteer telephone support calls.
- Coordinate the facilitator schedule for Support-and-Share Day and Night programming.
- Promote ongoing and closed-group programs on social media.
- Launch and monitor automated registration for closed programs, grief-and-bereavement training programs, and for special events such as Tree of Life.
- Collect and compile registrations for closed-group intake interviews by facilitators.
- Ensure that BFO’s database of contacts is kept up-to-date.
- Launch donor-campaign requests using multiple media, monitor donations, and ensure donors are thanked.
- Manage the BFO website and the BFO page on Canada Helps, ensuring they are current and accurately reflect programming and other BFO activities.
- Provide coordination and administrative support for programs including grief support training and closed groups, comprising registration and confirmation of participants, room reservations, training-material preparation, coordination with trainers, etc.

Bookkeeping:
- Process deposits, process invoices, and issue cheques.
- Perform all government reporting (T4’s, ROE’s, T3010, payroll deductions, HST returns).
- Conduct GL account reconciliation including bank reconciliation.
- Process entries in Quickbooks, including budgets.
- Track donations and issue donation receipts.
- Assist the Treasurer and answer finance questions as required.
- Prepare financial statements for Board meetings.
- Advise the Board of any financial issues that arise.
Work Requirements

Operational

To ensure those contacting the BFO Office receive prompt acknowledgement, it is necessary for the Administrative Coordinator to monitor voice mail and email on a regular basis, even when not physically in the office. Thus a portion of the hours scheduled each week must be done remotely (e.g., from your home or on your cell phone).

Knowledge and Experience

1. Experience with, and knowledge of, small office operations.
2. Bookkeeping certificate or equivalent. Solid understanding of debits, credits, balance sheets, income statements, general ledger, and year-end process.
3. Thorough knowledge of QuickBooks and the MS Office suite of products, Constant Contact (or similar email distribution software), Facebook administration, Dropbox, Canada Helps donations, and WordPress website maintenance.
4. Effective oral and written communication skills in English. (French would be an asset.)

Personal Suitability (this will be covered in an interview and reference checks)

1. Strong organizational and planning skills.
2. Judgement, tact, and discretion.
3. Ability to interact sensitively with people of all ages and cultural backgrounds.
4. Ability to work independently and take initiative.
5. Attention to detail.