

## Job Description

### Administrative Assistant – Children's Programs

**Department/Division:** Child Care Centre  
**CUPE Classification:** Level D  
**Reports to:** Manager, Children's Services  
**Date Reviewed:** January, 2014

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#### PURPOSE OF JOB:

This position provides administrative support and reception for the Children's Programs including answering calls, data entry and document creation, and operating office equipment. Ability to work independently, and effective communication, interpersonal and public relations skills are important.

#### DETAILED JOB RESPONSIBILITIES:

- a) Reception Duties 45%
  - Respond to inquiries made in-person, by phone or by mail and make appropriate referrals both within and outside of the Child Care Centre.
  - Communicate with clients, children, staff and the general public on a daily basis regarding program information, registration, billing, etc.
- b) Filing 20%
  - File all correspondence for Family Day Home and the Child Care Centre.
  - Set up and maintain a comprehensive filing system including archival and storage inventories for the Department in accordance with Red Deer College records management system.
  - Updating information in the files as needed.
- c) Children's Program Administrative Support 30%
  - Create the monthly attendance sheets for the Centre.
  - Create a monthly Child Care Centre newsletter and Family Day Home newsletter.
  - Create and update forms for the Centre, Family Day Home and Kindergarten.
  - Create and maintain spreadsheet of employee certifications and expiry dates.
  - Create and maintain spreadsheets as needed for tracking Child Care Centre related information.
  - Create agenda documents & take minutes at staff meetings, administration meetings, kindergarten meetings, and family day home meetings.
  - Ensure information on the program's website is updated and maintained in consultation with the manager.
- d) Child Caregiving 5%
  - Provide relief child care when numbers require e.g. before a new shift arrives.
  - Provide brief relief child care when caregivers need to use the washroom or speak with a parent.

**QUALIFICATIONS:**Education:

- High school diploma or equivalent to about 12 years of schooling
- Certificate required: 50 hour Child Care Orientation – Child Care Assistant certificate

Preferred:

- Completion of a one (1) year college certificate, one year University or equivalent

Experience and Additional Competencies:

- Minimum 6 months related experience
- Proficient in computer programs including Microsoft Office Programs (particularly Word, Excel, Outlook and Publisher)
- Knowledge of office equipment, e.g. photocopier, fax machine
- Excellent clerical skills and demonstrated written and oral communication skills
- Excellent interpersonal skills, communication skills, public relations skills and telephone manner
- Previous experience in providing service to the public in an office setting
- Strong attention to detail
- Knowledge of a child care setting

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Incumbent: \_\_\_\_\_

Date: \_\_\_\_\_