



**Manitoba Child Care  
Association**

**Manitoba Child Care Association  
Position Description**

**(01/24)**

**ADMINISTRATIVE ASSISTANT**

Reporting to the Assistant Executive Director, the Administrative Assistant greets, assists, and directs visitors; manages MCCA's phone system and directs inquires; manages mail; performs a variety of clerical duties, including data entry; processes payments; helps with membership communications and services, and manages the resource library.

Greet, assist, and direct visitors:

- greet visitors and provide prompt, polite, and friendly assistance appropriate to their needs, helping or re-directing the person to the appropriate staff member

Receive and direct inquiries:

- personally, pleasantly, and professionally respond to telephone, in person, or electronic inquiries and assist or forward to the appropriate person
- provide general information about MCCA to members or the public
- provide general information about child care in Manitoba and/or contact information for the Early Learning and Child Care Division (Province of Manitoba)
- check the general voice mailbox and general email inbox daily and assist or direct to the appropriate staff member
- manage the operations of the phone system, including teaching other employees how to use it and trouble shoot problems with phone system service providers

Mailings/shipping:

- process incoming and outgoing mail, manually or electronically
- assemble, package, ship resource orders
- enter shipping information into electronic shipping tool software and upload manifest
- prepare and package documents for all bulk and group mailings
- ship, courier, or mail resources

Account Receivable Assistance:

- apply payments received (cash, cheques, eft, credit cards) into membership software
- bank deposits (cash and cheques) as required

- pick up bank drafts as required
- maintain a daily log book of all cheques received
- Reconcile cheques received from third party for liability insurance with their attached spreadsheet
- Manage an A/R aging report system to monitor and trace payment status of overdue membership accounts
- Other duties or responsibilities assigned by other management

#### General:

- prepare the office for opening and closing at the beginning and end of the business day
- keep the reception and common areas tidy, organized, attractive, and uncluttered
- operate office equipment, such as the phone system, photocopier, and postage machine, assist other staff members, trouble shoot machines, or call for service
- submit service requests such as burned-out light bulbs, plumbing issues, HVAC problems
  - ensure office supplies (stationary, paper, toner cartridges, paper products) and MCCA print materials (brochure, rack cards, CCCF cards) are in stock
  - keep a contact list of suppliers
  - do bulk photocopying
  - manage couriers, ensuring slips are completed and filed, and that the most cost-effective method of delivery is selected
  - filing, including creating new files, adding to files, and purging files for archiving
  - provide general assistance to staff and members as requested

#### Member Services:

- forward membership inquiries to designated staff
- assemble new member packages and send out on a weekly basis
- keep a supply of member forms and brochures
- assist with insurance program applications, enrollments, and terminations
- fill orders for boutique items, pins, Week of the ECE events, resources etc.

#### Resources & Resource Library:

- greet, assist library patrons
- classify, catalogue, repair and dispose of identified (by AED or PSA) outdated library materials
- develop systems to access library collections
- ship/mail library resources in an accurate, timely, and cost-efficient manner
- enter signed out resources in database
- follow up on all past due resources (monthly) and take appropriate action
- shelve books/videos/resources in a timely manner
- ensure library is attractive, tidy and organized

- prepare library mail labels and all other library forms
- schedule, inventory, and maintain curriculum kits
- ensure curriculum kits and inventory sheets are ready for pick up
- keep track of library utilization and provide monthly reports

**Qualifications:**

Language Requirement: Written and oral fluency in English. Bilingual skills are an asset.

Educational Requirements: Proficient use of Microsoft Office (Word, Excel and Outlook). Skilled in use of internet. Ability to use, or quickly acquire knowledge of Resource Mate, YourMembership (YM) and WordPress.

The successful applicant will:

- be able to communicate clearly and accurately both verbally and in writing
- have excellent keyboarding skills: quick and highly accurate
- be able to work efficiently in a fast-paced work environment
- be friendly, positive, and cheerful when interacting on behalf of MCCA
- be able to work independently and fulfill job requirements without reminder
- be punctual and have minimal absences
- learn and follow established procedures and policies
- be able to work as part of a team
- be highly organized and able to prioritize in order to manage time effectively
- be flexible, innovative, creative, and have the ability to solve problems independently and in an appropriate manner
- be trustworthy with MCCA resources and able to keep information confidential and private
- have high professional and personal standards and take pride in their work
- have, or quickly acquire, knowledge of MCCA's programs and services and licensed child care in Manitoba
- a criminal records check and child abuse registry check is required
- be willing to put down roots in a small, but highly regarded not for profit, in which employees and volunteers work hard, have high standards, are proud of what we do, and enjoy much success and fulfillment.