



## Administrative Coordinator

### Job description

**Position title:** Administrative Coordinator

**Reporting to:** Director of Housing and Support Services

**Position summary:**

The Administrative Coordinator supports the day-to-day operations of the organization by providing administrative and operational assistance to staff, leadership, and program teams. As the first point of contact at the front desk, they welcome and assist visitors while ensuring a well-organized, clean, and well-stocked office that enables staff to effectively support youth.

### Duties and responsibilities

#### Administrative Support

- Provide day-to-day administrative support to program teams and leadership.
- Prepare meeting agendas, take minutes, and distribute documentation as needed.
- Manage designated inboxes, ensuring inquiries are acknowledged, tracked, and actioned appropriately
- Coordinate travel arrangements for the Senior Leadership Team including making reservations, booking venues, meals, meeting rooms, equipment, drafting materials, tracking RSVPs, and drafting communications;
- Support fundraising efforts such as preparing and delivering mail outs including official correspondence, thank you notes, and donor tax receipts;
- Organize on-site and off-site meetings/conference calls/events/training that may include scheduling, sending calendar notices, drafting agendas, and compiling meeting packages; and
- Provide administrative support to the Joint Occupational Health & Safety Committee (JOHSC).

#### Office & Operational Coordination

- Uphold a safe and welcoming environment as first point of contact for all staff, youth, parents, donors, partners, contractors, vendors, and other stakeholders who visit the office;
- Ensure an orderly and clean office environment through inventory tracking, ordering office supplies, and scheduling cleaners and vendors; and
- Coordinate internal processes such as forms, templates, and administrative procedures.

#### Program Support

- Assist program teams with administrative tasks related to service delivery;



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- Maintain program records, forms, and documentation in accordance with organizational policies; and
- Support tracking of program information, statistics, and reporting requirements.

### Stewardship Support

- Thank donors by phone and through written correspondence.
- Respond to donor calls and enter cheque donations into the CRM system.
- Coordinate and facilitate the Gifts in Kind process; and
- Assist with appeals, special projects, and events as required.

### Communication & Coordination

- Serve as a point of contact for internal administrative inquiries;
- Support internal communications and ensure information is shared clearly across teams;
- Assist with preparing basic reports, documents, and presentations; and
- Liaise with our IT provider to ensure helpdesk requests are addressed and updates are completed.

### Documentation & Data Management

- Maintain accurate and organized records, files, and administrative documentation;
- Support data entry and tracking within organizational systems;
- Assist with collecting and compiling information for reports; and
- Ensure records are up to date and handled with appropriate confidentiality.

## Education & Experience

- Post-secondary studies in a relevant field
- Minimum 2 years' related administrative experience in a fast-paced office environment
- A combination of education and experience will be considered
- Experience with MS Office suite (including Word, Excel and Outlook),
- Experience with WordPress website, Canva, Adobe Creative, QuickBooks or Payworks an asset

## Proven Skills and Abilities

- Ability to work efficiently and juggle multiple demands
- Strong organization skills and priority management
- Ability to work in a complex environment with multiple stakeholders
- Understanding of the big picture with exceptional attention to detail
- Excellent interpersonal communication skills



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- Works in alignment with organizational values and the mission of the organization
- A critical thinker with excellent analytical and problem-solving skills
- Strong social intelligence including tact, diplomacy and exercising good judgement
- Must have the ability to be flexible and open to new ideas
- Ability to maintain a positive attitude

### Working conditions

- Full-time permanent position (30 hours per week).
- Occasional travel is required to attend events, conferences, and meetings
- Operates out of the head office but this position but may be required to visit other Threshold sites

### Special requirements

- Commitment to ongoing training and professional development
- Criminal record check prior to employment, and subject to regular review
- Follow Threshold Housing Society's policies and procedures

### Direct reports

- None

**I have read and understand this Job Description and agree to comply with its requirements.**

**Signed:** \_\_\_\_\_

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



**THRESHOLD**  
HOUSING SOCIETY

## **Administrative Coordinator**

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