Position: Administrative Support Worker

Permanent Full Time

About Across Boundaries:
Across Boundaries is a mental health centre that provides a range of mental health and addictions support and services to individuals from racialized and Black communities in the Greater Toronto Area. We have a holistic approach to mental health care and operate within an anti-racism/anti-oppression and confronting anti-Black racism frameworks. These frameworks focus on providing opportunities to respond to systemic barriers, advocate for the inclusion of traditionally and historically silenced voices at decision-making tables, and strive for change at the individual, organizational and systemic levels.

Job Summary:
Across Boundaries is recruiting for a permanent full time Administrative Support Worker to perform all aspects of administrative work including IT support, administrative and clerical. This position works in partnership with and is accountable to the Manager of Operations and Administration. Administrative Support Worker works collaboratively with all other staff, volunteers and students in the organization and is expected to provide agreed upon coverage to the office. This is a confidential non bargaining unit position.

Normal Hours for full-time employees consist of (8) hours per day, Monday to Friday, and Saturdays on a rotating basis, inclusive of a thirty (30) minutes unpaid lunch break (entitled under the ESA) and an additional two (fifteen (15) minute unpaid rest breaks. Normal hours of work will generally be scheduled between 8:00 am and 8:00 pm. Employees may be requested, but not required, to work some Sundays.

Qualifications & Responsibilities:
• Diploma in IT or information management or relevant work experience required.
• Minimum two (2) years’ experience in a customer service and/or administrative role in a Not-for-Profit environment preferred.
• Excellent interpersonal, written communication and customer service skills.
• Ability to work both independently and cooperative as part of a team.
• Strong organizational and multi-tasking abilities with high attention to detail.
• Easily adapting to changing priorities (flexibility is essential)
• Proficient in platforms like Zoom, Google Meet, Microsoft Office and IT Troubleshooting.
• Strong organizational and multi-tasking abilities with high attention to detail.
• Easily adapting to changing priorities (flexibility is essential)
- Excellent computer skills (e.g., Word, Excel, Microsoft Outlook)
- Provide general technical and administrative support in computer maintenance and work closely with the external IT team to ensure staff IT needs are supported as a first point of contact.
- Provides support to staff, service users and other guests along with attending to all incoming phone calls, emails, and fax.
- Rotational shift for this position.
- Supports maintaining and managing the calendar of the Executive Director.
- Assists in preparation and arranging of meetings and conference calls.
- Supports with maintenance and operations of office equipment including printer, copier and other devices.
- Maintains an inventory of office supplies.
- Prepare for distribution, correspondence, proposals, briefs, flyers, newsletters, and other materials.
- Responds to requests from staff on administrative issues.
- Maintains an organized, clean and uncluttered workspace.
- Provides overall administrative support and assistance to the day-to-day running of the office.
- Work in collaboration with the Manager, Operations and Administration, in tasks assigned as required.
- Shows initiative in addressing the needs of the agency as appropriate.

**Salary Range:** $45 000.00 - $47 000.00 per annum

**Vaccination Policy:** Being vaccinated for Covid 19 is an asset.

**Note:** Job posting is open until filled

Send your applications to:
Hiring Committee,
Across Boundaries: An Ethnoracial Mental Health Centre
51 Clarkson Avenue, Toronto, Ontario, M6E 2T5 Fax: 416-787-0812
Email: info@acrossboundaries.ca

*We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized, Bi-Racial and LGBTQ communities. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

*Across Boundaries is a recipient of the Silver Certification Mental Health at Work by Excellence Canada 2023 and is proudly Accredited with Commendation by Accreditation Canada 2019-2023.*