



## **Administrative Coordinator**

At **Sage Seniors Association**, a powerful sense of mission influences everything we do. We want every Edmonton senior to live a full and healthy life, to do as much as they can, as well as they can, for as long as they can. To do this well, we need great people who are eager to join that mission!

Does your resume include words like “organized,” “outgoing,” “self-starter,” and “team player”?

The Administrative Coordinator position has significant impact on the culture and operations of Sage Seniors Association, as the individual in this role engages with the staff, volunteers, and seniors on a regular basis.

A core function of the Administrative Coordinator is to foster a welcoming and inclusive environment, and ensure a consistent, quality experience for people who access Sage’s programs, services, and opportunities.

The ideal candidate will have training and/or work experience in administration, reception, and customer service, including experience with event planning and working with volunteers. Knowledge of community resources, particularly as they pertain to seniors, is an asset. Please visit our website at [www.mysage.ca](http://www.mysage.ca) for the full job description and application details.

Please submit resume by March 30, 2018 to:

Sage  
15 Sir Winston Churchill Square  
Edmonton AB T5J 2E5  
Attn: Barb Carroll, Volunteer and Human Resources Coordinator  
Fax: 426- 5175  
Email: [resume@mysage.ca](mailto:resume@mysage.ca)

While we appreciate all applications, only candidates selected for an interview will be contacted.  
**No phone calls please.**



## PERMANENT FULL-TIME EMPLOYMENT

Position: Administrative Coordinator

Program: Community Engagement

Reports to: Director of Research and Community Engagement

Date Approved: March 2018

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### Overview of the position

Community engagement at Sage includes fund development, sponsorship, member and donor stewardship, major events, publications, communications, adult education and professional development, public relations, student engagement, life enrichment, and the volunteer program.

The Administrative Coordinator will work closely with the community engagement team to provide critical administrative support in these areas, to ensure effective communication of program-related information internally and externally, and to maintain a consistent, quality experience for people who access Sage's programs, services, and opportunities. A core function of the Administrative Coordinator is to foster a welcoming and inclusive environment at Sage.

### RESPONSIBILITIES:

Area of Responsibility	Tasks
Customer Service	Greet and provide professional, welcoming customer service, including: <ul style="list-style-type: none"><li>• Directing people to the appropriate department/person</li><li>• Managing walk-ins and performing triage as necessary</li><li>• Providing information about Sage programs and services in person and over the phone</li><li>• Responding to queries, or directing queries accordingly</li><li>• Conduct tours of Sage for student and other groups as requested</li></ul>

<p>Volunteer Supervision</p>	<p>Supervise and support the main floor reception desk volunteers, including:</p> <ul style="list-style-type: none"> <li>• Providing opportunities for volunteers to be involved in administrative activities;</li> <li>• Onboarding and orientation;</li> <li>• Scheduling and maintaining a log of volunteer hours</li> <li>• Ongoing training, guidance, and opportunities for growth;</li> <li>• Developing and implementing processes and tools to ensure consistency of customer experience (e.g. <i>How To</i> manuals)</li> <li>• Ensuring that volunteers are aware of programming, events, and any activity happening in the building</li> <li>• Organizing regular volunteer meetings to review policies and procedures, volunteer needs, and customer service expectations</li> <li>• Addressing performance or behavioural problems</li> <li>• Performing annual position reviews</li> <li>• Working with the Volunteer Coordinator to ensure that the Sage Ambassadors are well-informed and supported.</li> </ul>
<p>Communications</p>	<p>Promote and communicate information regarding Sage programs, services. And events via multiple platforms, including:</p> <ul style="list-style-type: none"> <li>• Ensuring that 211 has current and accurate information regarding all of Sage’s programs and services</li> <li>• Ensuring that online calendars (including Sage’s) and other information-sharing tools have current and accurate information related to Sage’s Life Enrichment activities</li> <li>• Updating the Sage phone activity line voicemail and message directory</li> <li>• Coordinating annual phone calls to Sage members</li> <li>• Organizing and managing mailouts related to publications (e.g. Sage Link), events, monthly membership renewals, and donations</li> <li>• Distributing the communication tools for soliciting corporate sponsors and selling tickets for special events</li> <li>• Distributing the communication tools for inviting Sage Awards nominations</li> <li>• Distributing and coordinating all correspondence related to the Sage Awards, including nomination solicitation and collection</li> <li>• Writing and distributing thank you letters to sponsors, exhibitors, members, and donors</li> </ul>

	<ul style="list-style-type: none"> <li>• Distributing the Directory of Senior Services</li> <li>• Checking the <a href="mailto:info@mysage.ca">info@mysage.ca</a> email line and ensuring the appropriate staff person is informed/follows up</li> <li>• Ensuring that forms and other internal communications tools (e.g. <i>Calendar of Events</i>) are current, useful, and well-stocked</li> <li>• Ensure that the information provided on the main floor and basement TVs is current and useful</li> </ul>
Event Planning	<p>Coordinate and lead quarterly professional information sessions, including:</p> <ul style="list-style-type: none"> <li>• contacting and confirming speakers</li> <li>• posting session information on the website</li> <li>• sending invitation and notices to potential attendees</li> <li>• managing registrations</li> <li>• coordinating food</li> <li>• coordinating set-up, check-in, and tear-down</li> <li>• preparing thank you cards and stipend for speakers</li> <li>• communicating revenue/expenses to accounting department</li> </ul> <p>Coordinate and lead internal professional development training for staff and volunteers, including:</p> <ul style="list-style-type: none"> <li>• contacting and confirming speakers</li> <li>• informing staff and volunteers as appropriate</li> <li>• coordinating set-up and tear-down</li> </ul> <p>Provide administrative support for annual and special events, including:</p> <ul style="list-style-type: none"> <li>• Registration for the Housing Forum and Health and Wellness forum</li> <li>• Registration for Life Enrichment programs, events, day trips, and outings</li> <li>• Sage Awards</li> <li>• Supporting the coordination and communication of Sage's Annual General Meeting</li> <li>• Assist in coordinating contracts for event suppliers</li> </ul>
Administrative Support	<ul style="list-style-type: none"> <li>• Manage the main floor reception desk</li> <li>• Ensure that the photocopy area is well organized and stocked; troubleshoot photocopier issues as needed</li> <li>• Close the building</li> <li>• Complete daily cash out</li> </ul>
Data Management	<ul style="list-style-type: none"> <li>• Compile Directory listings and publication orders</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain distribution lists for Directory</li> <li>• Maintain contact lists for special events, groups, and activities</li> <li>• Maintain current media list</li> </ul>
Membership	<ul style="list-style-type: none"> <li>• Maintain membership database</li> <li>• Process new memberships and membership renewals</li> </ul>
Donor Stewardship	<ul style="list-style-type: none"> <li>• Develop policies, processes, plans, and structures that reinforce a culture of donor stewardship</li> <li>• Lead the team through the execution of the donor stewardship plan/program</li> <li>• Issue donation receipts and letters</li> <li>• Maintain donor database</li> </ul>
Ad Sales	<ul style="list-style-type: none"> <li>• Work with the External Relations Coordinator to solicit and manage ad sales for the Sage Link and Directory of Senior Services</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Participate in typical organizational activities, such as staff meetings and committees, when applicable.</li> <li>• As required/assigned.</li> </ul>

### **QUALIFICATIONS:**

The ideal candidate will have training and/or work experience in administration, reception, and customer service, including experience with event planning and working with volunteers. Knowledge of community resources, particularly as they pertain to seniors, is an asset. Candidates should be able to demonstrate their capacity in these areas using examples from previous schooling or employment.

### **SKILLS and EXPERIENCE:**

- Exceptional interpersonal skills and customer service skills
- Exceptional communication skills, both verbal and written
- Excellent knowledge of and comfort using computers
- Ability to work independently; highly motivated
- Time management skills, including ability to set priorities and adapt in a dynamic environment
- Ability to problem solve and troubleshoot
- Strong understanding of the needs of older people; experience working with seniors is an asset
- Knowledge of administrative systems/processes and basic financial applications, and their operational impact
- Previous work with/supervision of volunteers
- A second language is an asset

## **HOURS OF WORK**

Office hours are generally 8:30 am – 4:30 pm with a one-hour unpaid lunch break, unless otherwise advised or participating in the Compressed Work option. However, there may be a requirement to attend events or present to groups outside of typical office hours. Specific hours of work will be determined by the employee and their Supervisor.

## **SALARY**

\$41,616 – \$60,008 per annum plus benefits and pension contributions as defined by board policy.