



## Administrative Assistant

### JOB POSTING

<b>Department:</b>	Administration	<b>Employee Group:</b>	Permanent Full-Time
<b>Posting #:</b>	ADM PERM FT 2022-02	<b>Classification:</b>	Non-Union
<b>Application</b>		<b>Hours/Week:</b>	37.5 hours per week
<b>Deadline:</b>	March 31, 2022		
<b>Start Date:</b>	ASAP		
<b>Details:</b>	<b>Submit Resume and Cover Letter</b>		

Holland Christian Homes is seeking an enthusiastic and qualified Administrative Assistant to join our team!

Providing daily administration of tenant files to ensure that accurate billing information is kept up to date. Also performs a large variety of administrative duties with some accounting duties. Prepare and maintain leases for all rental and equity lease tenants.

This role reports into the Manager, Tenant Business Services.

#### Organization Background:

Holland Christian Homes Inc., is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere. It consists of two long term care homes and 6 assisted living/independent living apartment towers located in Brampton.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who deliver care using a holistic approach to provide quality care and quality of life to individuals.

#### Specific Responsibilities include:

- Assists Manager of Tenant Services in liaising with and on boarding tenants, and resolving issues. Facilitate navigation for tenants.
- Prepare paperwork for all new tenant files, update information to tenant files when any changes occur.
- Issues rent renewal notices to all affected tenants on a monthly basis and calculate any special rent amounts (i.e. subsidy, equity, etc.) as required.
- Update tenants phone information and register tenants for tenant dining.
- Maintains Meals on Wheels database and invoicing.
- Inputs information into Excel spreadsheets for yearly income tax and donation receipts; print and mail receipts before deadline.
- Solves problems, triage issues for tenants, answering various questions or requests, etc.
- Prepare monthly birthday lists for submission to editor of the monthly tenant newsletter.
- Covers reception breaks and lunches
- Provide administrative support as needed for all departments
- Works in a safe manner and follows infection control protocols
- Other duties as required

#### Qualifications:

- Grade 12 education or above
- 2-3 years' experience in a similar role
- Some accounting knowledge would be an asset.
- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Competence in computer applications including Microsoft Office and Outlook.
- Excellent written and communication skills.



- Demonstrated success in communicating with all levels of the organization that includes communicate effectively with staff, managers, tenants, families/visitors and the general public.
- Exceptional interpersonal and customer service skills.
- High organization and prioritization skills, together with attention to detail and accuracy.
- Ability to meet deadlines and work within a team environment.
- Excellent problem solving, conflict resolution, and decision-making skills.
- Good judgment skills and the ability to handle and maintain confidential information.
- Ability to be proactive and take initiative where required.
- Ability to effectively handle multiple tasks simultaneously.
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Ability to understand and/or speak the Dutch language is an asset.
- Satisfactory Vulnerable Sector Screening.
- Evidence of a negative TB Test and up to date immunizations.
- Full Covid-19 vaccination.

**Interested and qualified applicants should forward a Resume and Cover Letter prior to the posting deadline to:  
[jobs@hch.ca](mailto:jobs@hch.ca)**

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*Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.*

*Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.*

*Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary."*

*We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.*

**Disclaimer:** In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.