

## LSPC - Job Description: Office Assistant

<b>POSITION PROFILE</b>	
<b>Position Title:</b>	Programs Support – Summer Student – 2024 (8 weeks)
<b>Organization:</b>	Lakehead Social Planning Council   211 North
<b>Reports to:</b>	Manager
<b>Date Revised:</b>	June 2024
<b>PURPOSE</b>	
Assisting with the delivery of LSPC’s poverty reduction programs and for providing community information & referral services to the public. The LSPC office is fast paced; one that offers a variety of tasks.	
<b>KEY RESPONSIBILITIES</b>	
<ul style="list-style-type: none"><li>• Answers the phone and provides thoughtful direction and assistance</li><li>• Filing; creating documents; packaging of materials for out-of-town offices</li><li>• Assisting staff with special projects</li><li>• Provides appropriate information and referrals based on client’s needs</li><li>• Ability to utilize on-line search methods in securing information for clients</li><li>• Performs telephone follow-up to ensure client received what they require</li><li>• Participates in fundraising activities (e.g. Community Bingo)</li><li>• Represents agency in the community through outreach activities (booths, exhibits)</li><li>• Data entry tasks; scanning; computer data entry; assisting staff and clients</li><li>• Will work closely with office staff to provide a welcoming and helpful environment to all</li></ul>	
<b>QUALIFICATIONS</b>	
<ul style="list-style-type: none"><li>• Working knowledge of computer and Microsoft Office programs</li><li>• Communication major; social service worker; client service knowledge</li><li>• Flexible and able to work in a fast-paced environment</li><li>• Strong cross-cultural communication skills: ability to relate well with people of all ages, ethnicities, cultures, and social backgrounds</li><li>• Ability to work independently and as part of a team.</li><li>• Strong written and verbal communication skills</li></ul>	
<b>EDUCATION</b>	
<ul style="list-style-type: none"><li>• Studies in social service worker, social work, communications, client services</li><li>• Equivalent experience</li><li>• Apply to <a href="mailto:mklassen@tbaytel.net">mklassen@tbaytel.net</a></li></ul>	