

The Canada Suicide Prevention Service (CSPS), a division of Crisis Services Canada (CSC), is connecting experienced distress, crisis and suicide prevention services across Canada into a coordinated and cooperative best practices national suicide prevention service.

CSPS is seeking a passionate and proactive Office Administrator that shares our determined vision of reducing the number of people dying by suicide each day through the delivery of 24/7 toll-free phone, email, chat and text support, accessible from anywhere in Canada.

**Position Type:** Contract position. Initial 3-month performance review, with extensions, based on performance and funding.

**Hours of Work: Full time** (up to 35 hours/ week), some flexibility of work hours to support national team support as long as availability is kept current and regular meeting support commitments are met.

**Job Region:** Canada

**Location:** Work from home office or crisis/distress centre as required; travel as required

**Reporting Relationship:** CSPS Director of Operations, Executive Director, Board of Directors

**Travel Reimbursement:** \$0.50/ km. and other travel as approved

**Technology:** VoIP Phone, internet, computer, email, messaging (experienced in an MS Office 365, Dropbox and Adobe environment), accounting software, e-Newsletter marketing software, simple web site updates

CSPS will supply all business software licenses, telecom and email account subscriptions. Candidate is required to supply their own computer, printer and reliable high-speed Internet access. (Minimum of 5M Internet account is recommended due to use of video/collaboration application).

The CSPS Administrator provides administrative, creative or optional services that ensures the smooth and efficient operation of the national virtual organization.

### **Scope of Responsibility**

- Manage contact lists, calendars and other organizational spreadsheets and documents
- Coordinate senior staff schedules, committee and board meetings
- Prepare meeting materials, create agendas and take meeting minutes

- Coordinate in-person meetings such as annual conference, events and AGM
- Handle correspondence and transcribe meeting minutes and supporting documents
- Process public inquiries via phone, chat, or email
- Publish email newsletters, manage distribution lists or other internal communications
- Manage CSPS corporate document storage site, folders and documents, prepare regular backups to alternate device/storage
- Provide financial billing support for approvals and signoffs working with appropriate directors, executives to enable bookkeeping firm to manage financials
- Provide support to directors and board (time permitting)
- Translate and prepare bilingual material – primarily communications associated with above roles, not documents. (optional)
- Other duties as required

### **Required Skills, Knowledge & Characteristics:**

- Exceptional interpersonal skills and professional outlook
- Excellent organizational skills with strong attention to detail and accuracy for all communications and output
- Excellent punctuation, spelling and grammar skills
- Expert knowledge in operating office equipment, including computer, phone, printer, scanner, copier and identified software programs
- Expert knowledge in development, design and creation/updates of documents in Microsoft Word, PowerPoint and Excel.
- Ability to learn and work with other desktop programs to provide admin and marketing support, i.e. Dropbox, Visio, Doodlepad, GoToMeeting, etc.
- Ability to manage incentive programs, i.e. thank you gift cards, manage vendors and card tracking
- Excellent written and verbal communication skills with ability and willingness to ask for additional guidance and direction from multiple distributed resources at various levels
- Ability to work and manage schedules with several colleagues who live in various parts of Canada  
Written and verbal proficiency in English (French preferred)

**Working Conditions:** CSPS is a virtual national organization. The CSPS Office Administrator will be expected to work primarily from their home office and attend required meetings by teleconference/web conference. Attendance at the annual conference, CSPS event and AGM is required.

### **Applications**

To apply, please send a resume and cover letter, including compensation expectations to:

Hiring Contact: [Jason.Chare@CrisisServicesCanada.ca](mailto:Jason.Chare@CrisisServicesCanada.ca)