

<b>Title</b>	<b>Language Services Intake Admin and Program Secretary</b>
<b>Contract Type</b>	<b>Full-time, Project (6 Months)</b>
<b>Posting Date</b>	<b>January 24, 2025</b>
<b>Expiry Date</b>	<b>February 7, 2025</b>
<b>Posting Type</b>	<b>Internal and External</b>
<b>Supervisor</b>	<b>Director, Language Services &amp; Digital Strategy</b>
<b>Location</b>	<ul style="list-style-type: none"> <li>• <b>Main Location: 340 College St, Toronto, Ontario</b></li> <li>• <b>You may be required to work at any other Access Alliance site</b></li> </ul>
<b>Short Description</b>	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto's diverse communities achieve <b>health with dignity</b>.</p> <p>We are looking for a dynamic individual to become part of our team. The Language Services Intake Admin and Program Secretary will provide administrative and customer service support for the Language Services team and clients. The successful candidate will follow through on tasks and projects in a responsive, adaptable, and personable manner. Key to this role are: (1) the ability to negotiate the complexities of customer and staff interactions in an efficient, calm, and solution-oriented manner in order to achieve positive outcomes; (2) strong administrative and project support skills; (3) commitment to on-going improvement; and (4) ability to manage the unexpected.</p>
<b>Detailed Description</b>	<p><b>RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• Triaging and responding to incoming requests and messages initiated by client agencies and interpreters;</li> <li>• Receive and review documentation of completed assignments;</li> <li>• Monitor automated dispatch system;</li> <li>• Set up new customer accounts in scheduling and billing systems;</li> <li>• Provide administrative support to quality improvement initiatives within the program;</li> <li>• Provide other administrative support as required;</li> <li>• Other duties, including but not limited to data entry, providing backup support to other team members;</li> </ul> <p><b>SKILLS AND QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• College diploma in Office Administration or combination of education and relevant work experience;</li> <li>• Two (2) years minimum experience working in an administration/customer service, or related position;</li> <li>• Excellent interpersonal and customer service skills;</li> <li>• Excellent communication skills, including excellent phone demeanor;</li> <li>• Experience in providing front-line support to clients and/or vendors;</li> <li>• Excellent organizational skills and demonstrated ability to work under pressure in an ever-changing environment;</li> <li>• Self-starter with the ability to work independently and demonstrate problem solving;</li> </ul>

**Toronto's Diverse communities achieve Health with Dignity**

- Excellent knowledge of computer software including word-processing, spreadsheet, desktop publishing, and cloud-based/web-based computing;
- Excellent keyboarding skills and the ability to type at least 60 words per minute;
- A second language is an asset;
- Commitment to working with low-income, multi-racial and multi-lingual communities;
- Commitment to working with immigrants and refugees from an anti-racist/ anti-oppression perspective;
- Ability to maintain and develop accurate and efficient accounting and filing systems;

**Salary:** \$37,904 - \$45,325

**Hours:** Full-time, 35 hours/week

**Duration:** 6 Months

**Bargaining Unit position:** United Food and Commercial Workers, Local 175

**Classification:** Secretary

**Please be advised that our organization requires all staff, students, and volunteers must be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.**

Please send your application by 5:00 p.m. on February 7, 2025 through following [this link](#).

#### Application Method

AAMHCS is a community-based organization that operates from a pro-choice, anti-oppression, and participatory framework. In your cover letter, we invite you to articulate why you wish to work with Access Alliance, and in what ways did you wish to put your skills, experience, and education into action for this role and for Access Alliance at this time. Knowledge of the neighbourhoods we serve and how agency values would be integrated in your day-to-day work may be interview questions.

We thank all applicants for their interest but only those selected for an interview will be contacted. Please note that a criminal background check and Vulnerable sector check will be conducted for this position as a condition of employment

We are committed to a workforce reflective of the diversity of the City of Toronto and the communities we serve. We encourage applications from those who provide different perspective and contribute to diverse ideas including those from racialized and 2SLGBTQI+ communities.

AAMHCS is an inclusive and equal opportunity employer committed to providing accommodations for applicants upon request at any stage of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Applicants need to make their needs known in advance.

AAMHCS encourages a scent-free environment.