

flourish with carya

At **carya** (formerly Calgary Family Services), we know that the strength of our community is rooted in its people. That's why we've dedicated more than 100 years of service to creating healthier, more connected communities in Calgary.

With over 40 program offerings for individuals and families, we provide a full spectrum of interactive counselling and development services for people of all ages — from babies to youth to older adults — and their support network. Our highly skilled team encourages nearly 40,000 Calgarians each year to discover their full potential and build flourishing relationships with their families and community.

Administrative Assistant - Scheduler (HR279)

Full Time Position (37.5 hours/week)

Recruiting Salary: \$38,495 - \$46,300 per annum

Competitive Benefits Package

Position Summary

The Administrative Assistant - Scheduler (AAS) plays an important role in the smooth operation of the Senior Support Program. The AAS is often the first contact with older adults, families and professionals looking for service and must ensure each person has access to information about the Senior Support program or referred elsewhere as appropriate.

Superior communication skills and a pleasant telephone manner are essential for serving vulnerable and diverse populations. The AAS oversees the delivery of quality services to the Senior Support clients; manages the schedules of clients and Senior Support Workers within the program; and is responsible for providing administrative support to the program. The AAS is expected to be an active member of the Older Adult Services and Community Development Department through participation and contribution to team meetings and organizational objectives.

Responsibilities

Call Management and Client Services - the AAS is responsible for all the Senior Support calls as they come into **carya** and will:

- Direct callers to the appropriate person in a professional and friendly manner
- Connect clients with services they need
- Screen all new clients and provide appropriate program information
- Input new client information in database and provides necessary information to the Client Service Coordinator for initial assessment
- Connect to translation services if needed to determine client needs
- Contact clients or Senior Support Workers as required

Accounting - the AAS supports the billing process and will:

- Compile monthly billing reports as needed
- Assist with data entry and maintenance of master client lists for billing process
- Reconcile billing data as requested
- Follow-up with clients to update billing information or eligibility requirements

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Administration - the AAS provides overall administrative support to the program and program staff and will:

- Assist with photocopying, creating documents and other administrative projects as requested
- Coordinate logistics and planning for program events such as In-Services, staff or client events
- Maintains client files including creating new files and ongoing filing

Scheduling - the AAS has the primary responsibility for scheduling of staff and clients for in-home support services and will:

- Assigning staff to client visits, confirming schedules and any necessary follow-up.
- Matching client preferences, booking visits and confirming schedules with clients.
- Manages and schedules replacement visits that arise from staff sickness, time conflicts and staff/client incompatibility.
- Handles all scheduling enquiries
- Inputs and maintains data in required data management systems as per established procedures
- Supports data collection activities including telephone follow-up and data entry;
- Updates and reconciles various visit data in the database system

The AAS is a member of the Senior Support Team and may be called upon to assist in other areas from time to time as requested. The AAS is expected to participate as a team member and work collaboratively with colleagues to achieve program goals and objectives.

Qualifications & Experience

A minimum of 2 years previous experience in an administrative or call center role is preferred. Strong interpersonal skills with the ability to handle a variety of situations to a diverse group of clients and staff are required. A positive attitude with a commitment to providing quality service is essential. Knowledge of older adults and capability to speak additional languages is a definite asset. Proven organizational skills and a strong attention to accuracy is required.

Strong computer skills and familiarity with scheduling software is expected. Advanced knowledge of MS Office and the ability to easily adapt to new technology/software are required.

Closing Date

September 21, 2018

If you are seeking a genuine challenge in a workplace where excellence is valued and the atmosphere is supportive, please send your résumé to: hr@caryacalgary.ca

Check us out at caryacalgary.ca

*We appreciate the interest of all candidates,
but only those selected for an interview will be contacted.*