



## Sutton Volunteer Centre

**JOB TITLE :** Administrative Secretary and Communications Coordinator

**IMMEDIATE SUPERVISOR :** Director

### ORGANIZATION'S MISSION:

Rooted in the communities of Sutton and Abercorn, the Sutton Volunteer Centre (CAB Sutton) is an autonomous community organization that relies primarily on volunteer involvement. It serves people in vulnerable situations, particularly families and seniors, by providing support and referrals in the areas of food security, aging, social isolation, and education.

### POSITION SUMMARY:

Under the supervision of the Director, the **Administrative Secretary and Communications Coordinator** ensures the reception and welcoming of individuals with professionalism and kindness, while supporting day-to-day administrative activities and document management. The person is responsible for implementing digital and print communications in line with CAB's orientations, contributes to supporting accounting operations, and assists the Director in the daily organization of work and the coordination of internal projects. This versatile role is essential to the proper functioning and visibility of the organization.

### TASKS AND RESPONSIBILITIES:

#### 1. Reception and Front Desk

- Ensure a constant presence at the front desk during opening hours, greet people, direct them to the appropriate service or staff member, and provide general information about CAB Sutton and its services.
- Answer calls and emails, screen or forward communications, take messages, and follow up as needed with professionalism and kindness.
- Maintain a welcoming reception area and represent the first point of contact for CAB, offering a warm, respectful, and attentive service to visitors.

#### 2. Administrative Support and Office Life

- Manage document organization: paper and electronic filing, legal compliance (Law 25, archival calendar), ensuring data confidentiality.
- Participate in the collection and compilation of statistical data and reporting to funders.
- Support the person in charge of doing the accounting: gather and file supporting documents, ensure links between operations, invoicing, accounting, and signatories.
- Produce and send tax receipts, prepare postal and electronic mailings.
- Manage office supplies and respond to the logistical needs of the team.
- Coordinate local maintenance, tidiness, and organization of shared spaces, in collaboration with cleaning staff and team members.
- Collaborate in coordinating building maintenance work with the responsible team.

- Draft and format various administrative documents (letters, reports, minutes, proposals, promotional texts), in French and English depending on complexity.
- Design and update internal tools (document templates, registers, forms, etc.) to support the team's work.
- Support the planning and implementation of CAB's services and activities, as needed.

### **3. Communications Coordination and Distribution**

- Implement the established communications calendar and ensure consistent application of CAB's visual identity across all content.
- Produce and distribute communication tools (newsletters, social media posts, posters, invitations, etc.) based on provided templates, respecting the organizational strategy and tone.
- Update the website, social media, and other digital platforms, ensuring a regular and engaging online presence.

### **4. Executive Support**

- Assist the Executive Director in daily work organization and act as a resource person for administrative and operational follow-up.
- Participate in planning, tracking priorities, and coordinating certain cross-cutting projects or internal activities.
- Collaborate in drafting or formatting management documents (analyses, reports, tracking tools) and participate in weekly management meetings.

## **DESIRED PROFILE:**

### **Education:**

- DEP in secretarial studies, DEC in office technology, or relevant training in communications, management, or administration.

### **Experience:**

- Minimum of 2 years in a similar position.
- Experience in a community or nonprofit setting is a strong asset.

### **Skills:**

- Excellent writing skills in French, good knowledge of English (spoken and written).
- Proficiency with office and digital communication tools (Office Suite, Canva, social media).

### **Personal Qualities::**

- Organizational skills, thoroughness, and the ability to manage multiple tasks with effective prioritization.
- Excellent communication with kindness, discretion, and respect for confidentiality.
- Autonomy, proactivity, resourcefulness, and adaptability to changing priorities.
- Team spirit, listening skills, patience, and stress management.
- Commitment to community values and CAB Sutton's mission.

## **EMPLOYMENT CONDITIONS:**

### **Type of employment and work schedule:**

- Regular full-time position, 35 hours per week over 4½ days
- On-site schedule to ensure public reception during CAB Sutton's opening hours:

Monday to Thursday, from 9 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.  
Friday, from 9 a.m. to 12 p.m.

**Compensation :**

- Salary based on current wage policy and the experience of the selected candidate.

**Benefits :**

- Paid lunch break
- Fourteen paid holidays (eight legal holidays + six additional days)
- Four weeks of paid vacation per year from the first year
- Ten paid personal days per year
- Reimbursement account for paramedical, mental health, and wellness services
- Ergonomic office equipment provided
- Warm, human, and stimulating work environment at the heart of the Sutton community