



## Employment Opportunity

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### **Administrative Assistant**

Community Support Services  
Contract – Summer Student

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*North York Seniors Centre* provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

This position reports to the Director, In-Home Services.

#### **Responsibilities:**

- Conduct the Client Satisfaction Survey using a variety of methods including the telephone, face-to-face contact and focus groups
- Tabulate and analyze the Client Satisfaction survey results and prepare a final report with recommendations for the Supervisor
- Provide assistance in answering telephones, word processing, photocopying and providing back-up for absent Team Members
- Participate in continuous quality improvement processes and assist the Community Support Services Team with research and development of best practices
- Participate in different projects as required
- Promote and maintain a high standard of customer service that is client focused

#### **Qualifications/ Skills:**

**Education:** Minimum completion of Grade 12  
**Experience:** Administration, Business Administration  
**Other:** Excellent Telephone Etiquette, Communication Skills, Facilitation and Analysis skills, Fluent in verbal and written English, other language an asset

#### ***To be eligible to participate in Canada Summer Jobs, individuals must:***

- be between 15 and 30 years of age (inclusive) at the start of employment;
- be registered as full-time student in the preceding academic year and intends to return to school on full-time basis in the next academic year;
- be a student in a secondary, post-secondary, CEGEP (Quebec only), vocational or technical program;
- be a Canadian citizen, permanent resident or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*\* and;
- be legally entitled to work in Canada in accordance with relevant provincial/territorial legislation and regulations.

***\*Foreign students are not eligible.***

**Please submit your resume by Friday May 10, 2019 to:**

**Mail:** North York Seniors Centre,  
Attn: Human Resources Department  
21 Hendon Avenue, Toronto, ON M2M 4G8  
**Fax:** 416 733.1858  
**E Mail:** hiring@nyseniors.org

**Please indicate the position you are applying for in the subject line of the email.**

**No phone calls, please.**

North York Seniors Centre is an equal opportunity employer. Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.