



## Family Services Administration Assistant

**Type:** 10-Week Contract; Full-time (35 hours per week)

**Pay:** \$18.00 per hour

### About Habitat for Humanity

Habitat for Humanity (“Habitat”) is one of the most trusted and recognized non-profit brands in the world. Habitat for Humanity Southern Alberta (“HFHSA”) is one of the only affordable home ownership providers in Southern Alberta that addresses a critical need and gap in our community services – helping hardworking families struggling to do their best with what they have by creating housing stability. HFHSA helps families build strength, stability and independence through affordable home ownership. Through HFHSA, families can put down roots and parents can start planning for a brighter future in a safe and secure neighborhood.

As part of the Family Services team, our role is to successfully partner families into our program, and manage all aspects of their partnership throughout the many years they remain in the program.

### Purpose

This position is funded by the Government of Canada’s Summer Jobs program. The funding for the position is for individuals up to age 30 who do not currently need to be attending a post-secondary institution.

The Family Services Administrative Assistant provides administrative support to a team of five. Reporting to the VP of Programs, this supporting role manages reception duties including answering inquiries received through phone, email and in person. Additional daily tasks include partner family volunteer hour reconciliation and tracking, following up on partner family and homeowner requirements, filing and tracking information on homeowner and partner families to ensure compliance with HFHSA policies and procedures, and supports the team in the delivery of homeowner information and orientation sessions, classes and events. This generalist role supports the team with daily one off tasks and family inquiries, allowing the team the time to advance key operational goals for the duration of this temporary assignment.

### Key Responsibilities:

#### Office Administration

- Covers reception
- Monitors and responds to general program inquiries (pre-applicant stage)
- Supports the delivery of family information and onboarding sessions
- Assists with Partner Family Communication and required follow up

#### Family Services Supports

- Files, tracks and records data pertaining to fulfillment of partnership requirements in accordance with HFHSA policies and procedures



- Carries out routine and adhoc data collection through surveys and the retrieval of data to test program quality and inform decision making
- Assists with the registration, preparation and delivery of homeowner education
- Coordinates and communicates all special requests with families (events, speakers, artwork, interviews etc.)
- Supports the Annual Title Review
- Supports the Annual Insurance Review
- Supports the Annual Income Review
- Assists with transactions through document creation, data entry, filing, and correspondence with homeowners
- Supports Departmental Projects as requested

**Qualifications:**

- Excellent customer service skills including written and verbal communication
- Experience working with clients with english as a second language (ESL)
- Digital skills utilizing various platforms including Microsoft Office and Microsoft Teams
- Experience with Salesforce and Form Assembly database considered an asset
- Excellent time management skills and ability to multi-task and prioritize work
- Strong organization skills and high degree of accuracy and attention to detail and maintaining confidentiality
- Ability to work in a multi-cultural environment and implement practices supportive of diversity
- Admin or Assistant experience considered an asset

**Requirements:**

- High School or Secondary School diploma
- Completion or working towards completing a college or university certificate considered an asset
- A valid driver's license and flexibility for occasional travel within communities we serve

**Application Deadline: May 28, 2021**

Please apply with a cover letter and resume to [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca).

*Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Please note that only those candidates selected for an interview will be contacted.*