

Administrative Support Professional Professional Practice Support

Main Purpose:

This position is responsible to provide administrative support services for the ACSW Professional Practice Support Team. Services include both general and specialized supports to ensure quality in resources and administrative needs for membership services.

Key Responsibilities:

- 1. Provide administrative support to the Manager Professional Practice Support and professional practice support team.**
 - Provide courteous, professional reception duties for membership activities queries
 - Answer incoming calls, respond/transfer/take messages as appropriate
 - Assist RSW members with login information and members of public with navigation around the website
 - Work collaboratively with all ACSW staff, transferring calls or e-mails as needed and providing follow up to ensure members and public are well served
 - Photocopy, fax, mail, courier items as required
 - Work with and provide back up for colleagues when necessary
 - Participate in staff meetings and contribute to projects, tasks or committees to support ACSW operational goals

- 2. Provide administrative support to ACSW staff or committees as assigned.**
 - Facilitate, coordinate or provide assistance with details for planning and implementation for ACSW activities and events including ACSW Annual Conferences, holiday socials, Area Coordinator retreats
 - Assist with updates to annual conference and event planning and logistics guides
 - Work as a team member in coordinating logistics for implementation of ACSW social media and electronic communications with members
 - Assist with development of promotional materials e.g. Annual Conference program, Annual Report, Social Work Week posters, surveys, ads, workshop flyers
 - Liaise with printers or vendors as needed
 - Assist with preparations for promotional and display items for ACSW e.g. Annual Conference display booth, student events and exhibit booths

- 3. Provide administrative support for organizational communications as needed:**
 - Participate as a team member in keeping apprised and up to date in trends in social media and electronic communications
 - Maintain approved ACSW promotional items inventory
 - Provide administrative assistance to the Professional Practice Support team for ensuring quality production of *the Advocate*, and the ACSW Annual Report

- including: planning, work plan coordination, proofreading and meeting support (e.g. assist with meeting preparations, attend Advocate Editorial Board meetings, complete minutes)
- Manage invoicing activities and records for advertisement revenues
 - Maintain and update ACSW job board
 - Maintain the Advocate subscriptions list
 - Compile and complete event wrap-up activities, surveys and evaluations.
 - Monitor and assist with website content maintenance, in particular, pages referring to Social Media, Job Board, Area Coordinators, Interest Groups, E-Newsletter, Advocate, Annual Report, ACSW promotional items or materials, Annual Conferences and Social Work Week
 - Assist with coordination and production of E-communications as needed, including graphics and coordination of content
 - Coordinate process for mass e-mails
 - Assist with planning and coordination of logistics for educational workshops, meetings and events including workshop and conference registrations, venue and food arrangements, preparation of agendas and minutes where needed.
 - Interact with registrants to ensure smooth implementation of registration requirements, payments, attendance records, room set up and food and refreshment needs for events
 - Answer inquiries about special events including Annual Conference, Social Work Week, holiday socials and advertising (Advocate, mass email and website)
4. **Contribute as a team member in staff meetings, projects, initiatives or committees to support ACSW goals.**
- Attend ACSW staff meetings including Administrative Professionals team meeting to provide updates, keep apprised and actively collaborate with administrative professionals team for ensuring effective and well- coordinated logistics for team operations and member support
 - Participate on ACSW reception roster
 - Provide assistance for preparation of meeting packages, coordinating meeting spaces and administrative tasks when requested
 - Work collaboratively as needed to provide administrative and technical support to the Executive Director & Registrar and ACSW colleagues related to the website, promotions and communications
 - Participate in financial forecasting for projects or activities as needed

Reporting and Accountability:

This position reports to the Manager, Professional Practice Support.

Knowledge and Skills Required:

- Post-Secondary education in administrative professionals program or related field with minimum 5 years proven experience in a role requiring advanced skills and high degree of proficiency
- Committed to producing quality results and excellent customer service
- Excellent, verbal, written and interpersonal communication
- Good working knowledge of office equipment (computer, database systems and software, copier/fax)
- Experience and proficiency with Microsoft Personnel Office Suite, Word, Excel, PowerPoint, Access, Outlook, Adobe Photoshop skills
- Organizational skills with ability to prioritize work and meet timelines
- High degree of attentiveness to detail and accuracy
- Strong critical thinking skills
- Ability to work independently and as part of a team
- Understanding of confidentiality in professional and legislated context
- Some knowledge of the profession of social work and ACSW organizational structure are assets

Key Performance Criteria:

- Positive feedback from Manager, ACSW team members and others as relevant
- Work is consistently completed accurately and within timelines
- Records in areas of responsibility are complete and up to date