

Unit Administrator

Full-time - Ontario Provincial Office

Have you heard about our big changes? That's right Girl Guides of Canada- Guides du Canada has just launched a new vision, mission, look and feel as it continues to provide a safe space to empower a girl to be "Everything she wants to be". With our new vision of "A better world, by girls", we are excited to build on our 100+ year history to ensure that we are relevant to today's girl. Guiding is where a girl can shine as she takes the lead, explores new challenges and meets the most important person in her life, herself – all with the support of girls and women who will be by her side every step of the way. Her next adventure starts with Guiding, does yours?

We are currently seeking a Unit Administrator to provide front line support to Guiders, parents and prospective members. If your passion is providing great customer service and you have a knack for navigating people through online registrations and general processes, please read on...

As part of our Unit Administration team, you will process a high volume of phone calls and emails every day. You will become an expert on all our programs, resources, processes, and deadlines so that you can provide timely responses to a full range of questions from the public, parents, and members. You will also create a strong partnership with our Unit Guiders through providing them with timely and accurate administrative support.

If you thrive on keeping things organized, with great attention to detail, patience and empathy to help busy people understand processes, and keep a level head under pressure then this role might be a great fit for you. Of course, if you are familiar with Girl Guides in Ontario, even better.

Make sure that you have the basics before you apply...

The Basics

- Related degree, diploma, or equivalent work experience
- 1-2 years' experience working in an office environment or equivalent
- Demonstrated ability to provide excellent customer service by phone and email
- Familiarity with a customer service ticketing system is an asset
- Proficiency in MS Office – Word, Excel, OneNote and Outlook
- Strong data entry skills that combine attention to detail, low error rate and speed
- Skilled at setting priorities and managing time
- Familiarity with Girl Guides of Canada and experience in the voluntary sector is an asset

Final Details

- Full time, starting immediately – competitive salary, benefits, and pension
- Located at 180 Duncan Mill Road, Suite 100, Toronto
- Typical office hours 8:30 to 4:15 M-F
- Reports to the Unit Administration Supervisor

If this role sounds tailor made for you, it is time to send us your story.

Please submit your cover letter (tell us why you are our best choice for this job) and your resume to humanresources2@guidesontario.org and use Unit Administrator as the subject line.

Deadline to apply is Monday, September 23, 2019 at 9:00 am.

We thank everyone in advance who takes the time to apply to this role, but unfortunately we will only be able to contact directly those selected for an interview.

