

Administrative Project Assistant

Organization: Ottawa Community Loan Fund (OCLF)

Industry: Not for Profit

Status: Part-time Contract (20 hrs/week)

Reports to: Director of Programs

Location: Ottawa, Ontario, Canada

Application Deadline: Friday, May 14, 2021, at 4:00 pm

Anticipated Start Date: Tuesday, May 25, 2021

About OCLF

The Ottawa Community Loan Fund (OCLF) is a non-profit organization providing educational services focused on newcomers, including workshops on financial empowerment and entrepreneurship. OCLF also provides support for microloans for professional development and business purposes for those requiring them.

About the Position

This role involves a cross-section of general office support functions, focusing on administrative tasks and client support activities. The team is looking for support in further developing our client impact statements. This could involve scripting and directing client testimonial videos, obtaining, and analyzing customer satisfaction surveys.

Duties

Administrative Support

- Performing and validating data entry
- Assisting with monthly reporting requirements, including our performance dashboard
- Coordinating OCLF workshop offerings and preparing materials for facilitators
- Assistance curating content and coordinating social media campaigns
- Other duties supporting the team as required

Client Services

- Respond to inquiries, triaging the client to the right team member or alternate community partner
- Administering client satisfaction surveys through multiple platforms
- Validating, aggregating, and analyzing project data using Excel
- Assistance in the coordinating delivery of our online/web-based educational offerings

Skills and Qualifications

- College diploma or University degree in a relevant field
- Interest in working in the non-profit sector
- Proficient in MS Office with an emphasis on Excel
- Familiarity and ease working virtually through online meeting platforms such as MS Teams and Zoom
- Self-starter with attention to detail with strong problem solving and analytical skills
- Effective cross-cultural communication skills
- Energetic and eager to tackle new projects and ideas
- Strong ability to work with numbers with some statistical knowledge
- Excellent written and verbal communication skills
- Self-directed, able to work with minimal supervision and comfortable working virtually
- Ability to work effectively with a diverse team

How to apply

Submit your Cover Letter and Resume to Laurie Beckstead, laurie@oclf.org. In light of the COVID-19 pandemic, interviews will take place via remote technology.